

QUALITY GUARANTEE

Gamrat WPC Sp z o.o. with its registered office in Jasło, ul. Mickiewicza 108, hereinafter referred to as the Guarantor hereby grants the QUALITY GUARANTEE for the Gamrat ELEGANCE with mounting elements.

QUALITY GUARANTEE is granted for the period of:

25 years in the terms of:

- rotting and decay resulting from the action of mould and bacterial fungi, damage caused by insects (termites), counting from the date of purchase in accordance with invoice.

5 years of colour guaranty

3 years in the term of:

- maintain mechanical properties (cracks and deformations, etc.)

GUARANTEE CONDITIONS

1. The guarantee shall be valid only for composite profiles installed in the European Union territories.
2. The guarantee is provided only and exclusively on defects inherent in the products at the time of purchase..
3. The guarantee shall not cover defects caused by:
 - Improper installation inconsistent with the GAMRAT installation recommendation, available on producer web site,
 - Improper handling with the product,
 - Damages caused by random events,
 - Damages caused by third parties.
4. The guarantee shall not cover:
 - Changes, deformations, cracks, etc. resulting from excessive overload or caused by impact or static load,
 - Changes resulting from normal wear during operation, e.g. mechanical scratches, stain caused by the action of greasy acids, acids, caustic solutions, etc.,
 - Changes in geometry of the system resulting from the movement of the terrain on which the terrace system is located, as well as resulting from improper mounting or installation,
 - Changes in the product dimensions occurring after installation and resulting from the expansion of the material as the temperature changes,
 - Changes in the colour, structure or shade resulting from the process of seasoning (aging) and uneven operation of atmospheric factors, especially resulting from, for example, uneven irradiation, at the same time, of a fragment of the surface,
 - Colour or visual difference between products from different deliveries of Gamrat ELEGANCE board,
 - Changes resulting from the impact of the environment e.g. polluted air, acid rain, algae, molds, etc.,
 - Changes resulting from the use of maintenance or cleaning agents other than those recommended by the manufacturer,
 - Changes resulting from force majeure: flood, fire, hurricane, subsidence, etc.
5. The guarantor reserves the right to cease the manufacture of the product, its modifications and changes of its colour palette.
6. The guarantor shall not be liable in the case when the product to be replaced differs with colour from the previously installed system elements.
7. In case of finding a system defect, the Buyer shall be obliged to immediately- up to a maximum of 14 days from the detection of the defect- file a written complaint with the seller directly, giving the description and type of reservations. The original of this guarantee and the purchase document should be attached to the above mentioned letter.
8. The guarantor may, in order to verify the claims notified, request an inspection at the place of installation on the date set by the Parties and ask for additional information or explanation. Refusal to conduct a visual inspection or lack of explanation of the issues raised necessary to assess the claims submitted results in the failure to accept the complaint.
9. The buyer, after finding the defect, shall be obliged to leave the product intact until the decision of the Guarantor about the further manner of proceeding. Making any changes, cleaning, repairing, dismantling without the consent of the Guarantor shall result in the automatic expiration of entitlements under this Guarantee.

10. In the event of guarantee claims involving the replacement or return of goods, the Buyer shall prepare the material in a manner allowing efficient and safe transport.

11. The return of purchased products that prove to be inconsistent with the order or have visible defects may be made only before the installation of the products, but not later than within 7 days from the time of receipt of the products from Manufacturer- Seller. The returned products must be in a state that shows no sign of use.

GUARANTEE OBLIGATIONS

1. The guarantor shall specify in writing the complaint procedure within 14 days from the date of receipt of the application to Gamrat WPC.
2. If the complaint is accepted, the Guarantor may reduce the price of the goods, replace the goods with goods free from defects or, if it is not possible to deliver the same product, it will provide a substitute product that has similar properties.
3. All costs except transport costs (installation, dismantling, storage, etc.) are not covered by this guarantee.
4. This guarantee shall not exclude, limit or suspend the rights of Buyer under the provisions of warranty for defects in the item sold.



POLISH PRODUCER

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