

GUARANTEE CONDITIONS

1. The guarantee is valid only for the composite profiles installed within the territory of the European Union.
2. The Guarantee does not cover defects caused by:
 - improper installation contrary to the installation instructions of GAMRAT,
 - mishandling the product
 - damage caused by random events,
 - damage caused by third parties.
3. The Guarantee does not cover:
 - changes, deformation, cracks, etc. resulting from excessive overload or caused by impact or static load
 - changes resulting from normal wear and tear, e.g., mechanical scratches, stains caused by factors of fatty agents, acids, lye, caustic solutions, etc.,
 - change in geometry of the system resulting from the movement of the land where the terrace system is built, as well as, resulting from improper fitting or installation,
 - changes in the product dimensions that occur after the installation and resulting from extensibility of the material if the temperature changes
 - change in color or structure or shade resulting from the aging process, and uneven action of the weather factors, in particular resulting, e.g., from nonuniform exposure of a part of the surface compared to the rest of the surface.
 - color or visual differences between the products from different production lots,
 - changes resulting from the impact of the environment, e.g., air pollution, acid rain, algae, mold, etc.,
 - changes resulting from the application of measures for maintenance or cleaning, other than those recommended by the manufacturer.
 - changes caused by force majeure: flood, fire, hurricane, soil settling, etc.
4. The guarantor reserves the right to cease the manufacture of the product, its modifications and changes of its color palette.
5. The Guarantor shall not be liable in the case when the product to be replaced differs with color form the other previously installed system elements.
6. In the event of finding the system's defects the Buyer shall immediately - within up to 14 days from the defect finding - submit a written complaint to a direct seller, including description and type of reservations. The above letter must be accompanied by the original of this guarantee and the original of purchase document.
7. The Guarantor may, in order to verify the notified claims, request a visual inspection on site within the period agreed by the Parties and ask for additional information or clarifications. Refusal to carry out the visual inspection or failure to provide explanation on the notified issues necessary for the evaluation of the reported claims shall results in not accepting the notified complaint.
8. The Buyer shall, after the discovery of the defect, be obliged to leave the product as intact until a decision by the Guarantor on how to proceed. Performance of any changes, cleaning, repair without the consent of the Guarantor shall result in the automatic expiration of rights under the Guarantee.
9. In the event of accepting the guarantee claims involving the replacement or return of the goods, the Buyer agrees to prepare them in a way that allows for their efficient and safe transport.

OBLIGATIONS OF THE GUARANTOR

1. The Guarantor shall specify in writing the complaint procedure within 14 days from the date of receipt of the notification by Gamrat S.A.
2. If the case of accepting the complaint, the Guarantor may reduce the price of goods, replace the goods with the goods free from defects, or in case of inability to deliver the same product, provide a replacement product that has similar properties.
3. Any costs beyond the cost of transport (assembly, disassembly, storage, etc.) are not covered by the guarantee.
4. This guarantee shall not exclude, limit nor suspend the rights of the Buyer resulting from the provisions on guarantee for defects in the goods sold.