

**WARRANTY CERTIFICATE****General Conditions of Warranty****for lighting products produced by****HORPOL J.I.A.T. Horeczy Spółka komandytowa [limited partnership] in Lipniki****1. General Conditions**

HORPOL J.I.A.T. Horeczy Spółka komandytowa [limited partnership] in Lipniki, [address:] ul. Lipowa 3, 86-005 Białe Błota, KRS [National Court Registry no.] 0000974426, NIP [Tax ID no.] 554-039-40-86 (hereinafter: Horpol), grants a warranty for its products (hereinafter: products) on the principles described herein. Horpol guarantees that in the case of using the products in accordance with the rules of their use, they will function properly for a period of at least 2 (two) years from the date of their purchase, with reservations described herein.

2. The warranty applies only under the following conditions:

The warranty covers only production defects and disadvantages resulting from reasons inherent in the products, i.e. hidden defects of the materials used.

Installation of products should be carried out in a professional manner, by people with appropriate skills, powers and knowledge, according to the principles and conditions set out in the assembly instructions and a specification sheet determining the working conditions of individual products, as well as in accordance with art and technical knowledge.

Installation of products that are incompatible with the above recommendations or using products in a manner inconsistent with their intended use, causes loss of warranty.

3. Complaint Notification

Complaints in the scope of the product defect should be submitted in writing and sent by traditional or electronic mail - provided that in the event that the product was bought by the complainant through another distribution network (e.g. an intermediary), complaints should only be directed to this seller.

The formal condition for consideration of the complaint under the warranty, under pain of rejection, is the presentation of the proof of purchasing the faulty product (invoice, bill, proof of issue, proof of payment).

Along with the complaint, the faulty product, photos, videos or other materials documenting the existence of the defect should be delivered to Horpol.

4. How we deal with a complaint

The warranty only includes the right to replace the faulty product with a product that is free from defects and reimbursement of the costs of delivery of the faulty product to Horpol, as well as the costs of delivering a product free from defects.

In the event that the complaint proves to be unfounded, the complainant is obliged to immediately collect the product at its own expense and risk. In the event that the product is not collected after a written call, the complainant shall bear the cost of storing the product and the cost of sending it back.



The warranty in no case and regardless of any circumstances covers other damage that the complainant has suffered directly or indirectly in connection with the use of the faulty product or the need to remove the defect of a faulty product. The final limit of Horpol's responsibility is the net price of the faulty product.

Complaints are dealt with within 14 (fourteen) days from the date of delivery of the faulty product to Horpol - provided that the waiting time for obtaining additional information from the complainant or time required to perform additional product tests, is not included in this term.

If the complaint is considered reasonable Horpol will:

- exchange the faulty product with a new one free from defects or
- execute a free repair of the faulty product or

Provided that Horpol makes the choice of how to deal with a complaint.

If in the performance of its duties Horpol provided the complainant with a new product instead of the faulty product or made significant repairs of the product, the warranty date runs from the beginning since the moment the new or repaired product is returned.

In other cases, the warranty date is extended with the time during which the complainant could not use it as a result of a product defect.

In relation to consumers, this warranty does not exclude, limit or suspend the buyer's rights resulting from generally applicable specific provisions.

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