



# WARRANTY CARD

Product: Opoczno ceramic tiles

**MANUFACTURER: ROVESE S.A. WITH ITS REGISTERED OFFICE IN KIELCE, AL. SOLIDARNOŚCI 36, 25-323 KIELCE, PROVIDES A WARRANTY ON THE FOLLOWING TERMS:**

## **1. Warranty Period:**

ROVESE S.A. provides a 72 month warranty on ceramic tiles from the date of sale, but no more than 84 months from the date of production.

## **2. Warranty Terms and Conditions:**

- 2.1. The buyer is obliged to read and comply with the conditions of the warranty and the rules in the „TECHNICAL SPECIFICATIONS AND GUIDELINES FOR THE INSTALLATION OF OPOCZNO CERAMIC TILES“ document, available at [www.opoczno.eu](http://www.opoczno.eu) under the „Download“ tab.
- 2.2. Complaints shall be examined on the basis of the date of purchase of the Product demonstrated by the Customer (e.g. receipt or invoice).
- 2.3. The Manufacturer shall not be liable for any damage or defects resulting from the use of assembly materials which were not provided directly by the Manufacturer, which are chosen by the Buyer at their sole risk and responsibility.
- 2.4. The Product shall be inspected prior to installation. In the event that any detectable defects are found, do not install the Product and report the defects in accordance with the Complaint Handling Conditions.

- 2.5. The Manufacturer shall not cover any additional costs associated with Product replacement if the Product was assembled or used contrary to the assembly manual and usage instructions.
- 2.6. The warranty does not cover products, which have been damaged due to:
- Product installation that was faulty or incompatible with the „TECHNICAL SPECIFICATIONS AND GUIDELINES FOR THE INSTALLATION OF OPOCZNO CERAMIC TILES“ document or with Construction Law;
  - Product use that was incompatible with the „TECHNICAL SPECIFICATIONS AND GUIDELINES FOR THE INSTALLATION OF OPOCZNO CERAMIC TILES“;
  - Product damage due to improper storage, transport or maintenance of the Product using corrosive or granular substances;
  - Mechanical, physical or chemical damage caused by external forces and factors;
  - Damage caused by cement, stone or iron residue;
  - Modifications of the design or unauthorised alterations;
  - The effect of freezing temperatures on products that are not freeze-resistant.

### **3. Complaint Handling Conditions:**

- The complaint must be reported directly at the place of purchase of the product or electronically by means of the form available at [www.opoczno.eu](http://www.opoczno.eu)
- Complaints shall only be examined upon showing the proof of purchase. In the case of electronic complaints, the proof of purchase shall be verified by the service technician while examining the complaint.
- Complaints shall be resolved within 14 days of receiving the complaint.
- Product defects detected during the Warranty Period shall be removed within 30 days of the date when the complaint was found valid.
- The product that is subject to complaint should meet the basic rules of hygiene.
- The warranty covers only manufacturing defects of the Product.

### **4. Conditions of use required to maintain warranty:**

- The condition for maintaining warranty is compliance with the terms of the warranty and the „TECHNICAL SPECIFICATIONS AND GUIDELINES FOR THE INSTALLATION OF OPOCZNO CERAMIC TILES“ available at [www.opoczno.eu](http://www.opoczno.eu)

### **5. Notes:**

- The warranty does not exclude, limit or suspend the rights of the Customer under the warranty.
- In the event of an unjustified complaint, the Customer may be charged with the travel expenses of the authorised service technician.
- The manufacturer is not liable for damages resulting from installation that is not compliant with the „TECHNICAL SPECIFICATIONS AND GUIDELINES FOR THE INSTALLATION OF OPOCZNO CERAMIC TILES“;
- Should a manufacturing defect of the Product become evident, the Customer is required to take all necessary measures to limit the potential harm which may result from the defect.
- The Warranty covers the area of the country where the Product was purchased.
- Under this Warranty, the Customer is entitled to: repairs, product replacement, a refund or a reduction of the Product price.