

INFORMATION ABOUT PRODUCTS WARRANTY DATES AND CONDITIONS

"Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa"

This document specifies the conditions for exercising warranty rights, in particular, it specifies warranty deadlines, rules for reporting processing and complaints implementation. "Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa" in Słonowice (KRS no. 0000797510) introduces these warranty conditions as of April 1, 2023.

1. Warranty terms - means a set of obligations assumed by the Guarantor towards the Buyer, due to the warranty covering the products of "Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa". Defect – damage, loss, or other feature that prevents proper use of the product resulting from solely due to a manufacturing defect in the product. Product – produced by "Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa" in Słonowice an automotive product with a visible CAFFARO brand marking or other marking allowing product identification. Guarantor – manufacturer or indicated another entity fulfilling the resulting obligations towards the Buyer from the granted warranty. Buyer – a natural or legal person who purchased the Product.

2. The warranty, described in the terms below, covers each manufactured Product by "Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa" in Słonowice (KRS no. 0000797510) In case of doubt, confirmation that a given the product is a product manufactured by "Caffaro spółka z ograniczoną odpowiedzialnością liability of Spółka Komandytowa will be the fact that the product has visible, identifying the Guarantor's marking, including the brand logo CAFFARO.

3. To exercise the warranty rights, the Buyer should have the Product with a Defect, and - at the request of the Guarantor - should have proof of purchase.

4. The warranty period is 24 months, except for tensioner rollers plastic and technologically improved metal tensioner rollers, for whose warranty period is 30 months. Pulleys with extended warranty period will be detailed in the offer sent to the Buyer. Start of the deadline of The warranty begins on the date of purchase of the Product by the Buyer.

5. The buyer loses his warranty rights if:

1. A complaint will be sent to the Guarantor after 30 days from the date of detection of the defect;

2. in the event of faulty assembly of the Product or other mechanical interference or damage to the Product;

3. if the Product is stored in conditions that cause it to deteriorate naturally damage (moisture). Furthermore, warranty rights expire after expiry of the warranty period specified in point 4.

6. It is the responsibility of the Buyer who wants to use the warranty rights properly report the Defect (complaint). The notification should be made:

1. in writing;

2. electronically, sent to the address indicated by the Guarantor e-mail: biuro@caffaro.pl.

3. Applications submitted in any other form may not be considered. The notification must include: description of the goods in which the Defect was found, date and place of purchase of the goods, description of the Defect and the circumstances of its detection.

7. The Guarantor may ask the Buyer to send:

1. product with a detected Defect;
2. photos of the product with the detected Defect;
3. additional explanations. If necessary, sent by the Buyer product with a detected Defect - this is at the Buyer's expense.

8. The Guarantor has 10 business days from the date of correct notification of the Defect, obligation to send information in writing or by e-mail to the Buyer who reported the Defect electronically, whether it accepted the complaint or not. If approved – Guarantor indicates how to remove the Defect, with either being the first step replacement of the Product with a non-defective one, or repair, and if this is not possible replacement or repair, the price of the defect product documented by the Buyer will be refunded. Replacement, repair or refund takes place immediately, but not later than within 10 business days from the date of acceptance of the complaint. If requested by Guarantor to the Buyer - in accordance with point 7 - deadline for considering the Guarantee or the deadline for replacement, repair or refund is extended accordingly. In case of refusal to accept the complaint, the Guarantor must justify the refusal.

9. In the event of replacing the Product with one free from Defects, the Guarantor may indicate to the Buyer that the collection of the replaced Product will take place at the intermediary indicated by the Guarantor (wholesaler or store). In other cases, the cost of sending the Product to the Buyer free from Defects is at the expense of the Guarantor.

10. These Warranty Conditions do not exclude the Buyer's warranty rights.

11. All correspondence regarding rights under the Warranty must be conducted with the Customer Service Department of "Caffaro spółka z ograniczoną odpowiedzialnością Spółka komandytowa"