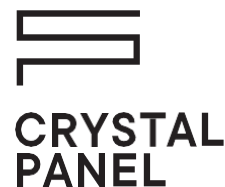


Warranty Conditions



1. The company SKL Plus Sp. z o.o., hereinafter referred to as the Guarantor, grants a warranty for all products of the CRYSTAL-PANEL.com brand for a period of 24 months from the date of sale.
2. The guarantee covers exclusively physical defects resulting from causes inherent in the product, constituting manufacturing defects or material defects.
3. Complaints should be submitted to the Guarantor in writing, and the goods should be returned together with the purchase document (invoice). If the subject of the complaint is built into the client's installation, then the Customer will remove and reassemble the component himself and at his own cost.
4. Delivery of goods in the original factory packaging is not required in the case of using a different packaging, which will adequately protect the goods in transit.
5. If the complaint is accepted, the Guarantor covers all cost of shipments from and to the original order delivery place.
6. The complaint will be processed within 14 calendar days and this period starts from the next day the goods are successfully received by the Guarantor.
7. The Guarantor reserves the full right to decide how to satisfy the warranty claim.
8. If it is necessary to examine the product in the manufacturer's laboratory or import spare parts for repair, the repair time may be prolonged and Buyer will be duly informed about that fact.
9. If the product cannot be repaired, it will be replaced by a product with the same or similar parameters and quality. If it is not possible to replace the product, the Guarantor will refund the payment to the bank account indicated by the Buyer.
10. The warranty period is extended by the time the item remained within the possession of the Guarantor.
11. The warranty does not cover defects caused by: power surges, dropping the product, exerting excessive pressure as well as by other mechanical damage, self-modification or unauthorised repair. The warranty does also not include damage caused by incorrect installation, cleaning or storage, as well as damage caused by water, high temperature, chemicals or random events.
12. The buyer loses the warranty rights if the product is incomplete or is not in the condition in which it was delivered.
13. Selected products can be marked with a serial number and/or a seal. Removing, defacing, changing the serial number or breaking the seal voids the warranty
14. The warranty does not cover changes in the product's performance characteristics resulting from normal product usage, e.g. a decrease in the value of the luminous flux over time, a slight change in the colour temperature of light, etc.

The shipping address of the goods should be always agreed with the Customer Service Office because it may vary depending on the size of the shipment.

Poznan 25.07.2018

