

## **WARRANTY CONDITIONS**

1. Defects or damage to the goods revealed during the warranty period are removed free of charge, if responsibility is on manufacturer site.
2. In order to remove defects or damage, send a written complaint to the WITTUR CUSTOMER SERVICE on the complaint form attached to the warranty conditions or download it from the website [www.wittur.com](http://www.wittur.com) . Written applications are received on working days from Monday to Friday from 8.30 - 16.00
3. Applications submitted otherwise, which do not contain all required information, will not be considered until they are completed. WITTUR will respond to the complaint within 30 days of the written confirmation of the application being submitted properly (does not mean that claim will be finished).
4. In the application form, the customer should accurately describe the reason of the complaint as it is necessary for reason for the complaint examination.
5. Along with the application form, the customer is obliged to provide the damaged goods. Lack of damaged goods delivery to the address indicated in point 16 within 30 days from the correct notification, results in finishing the complaint process.
6. In individual cases, WITTUR may consider a complaint based on photographic documentation. In this case, the customer and Wittur company will agree, based on the submitted documentation, the possibility of the complaint elimination without the need to return the damaged goods.
7. In cases requiring a very quick response, WITTUR may propose the buying a new product by the customer together with information on the need to return the damaged product. and the sales invoice for the new product. This invoice will be corrected as long as the customer sends damaged goods to WITTUR and the complaint will be accepted.
8. WITTUR may refuse to sell new goods if the customer does not meet his financial obligations towards WITTUR.
9. In justified cases, at the customer's request, WITTUR'S representative can make a preliminary technical assessment of damaged goods, which is the subject of complaint at the place indicated by the customer. However, if the complaint is not recognized, the customer will automatically bear the costs of such a trip, according to WITTUR service price list.

10. The warranty covers the repair of goods, but in justified cases, WITTUR may also consider it necessary to replace the delivered product or part of it. The method of repairing the goods in each case is determined by WITTUR, which commences its repair immediately after the complaint is accepted.
11. The warranty does not cover damage caused by improper assembly or use of the goods, improper transport of goods, repairs by unauthorized persons and / or without prior agreement with WITTUR, mechanical damage and parts subject to natural wear.
12. Product inspection, cleaning and replacement of consumables is not considered a warranty repair.
13. WITTUR grants **24-months** warranty for the goods sold, counted from the moment the goods are picked up from the warehouse or the goods are delivered to the customer to another agreed location.
14. Complaints about the incompleteness of the delivered goods may be reported for a period of **14 days from the takeover of the goods by the customer**. After this period, complaints regarding incomplete goods will not be accepted.
15. Notification of damage should take place within 30 days of its discovery. Failure to submit a complaint within 30 days from discovering the damage shall make the warranty void.
16. Damaged goods and application form should be sent to:

**WITTUR SP. Z O.O.**  
**Customer Service**  
Daniszewska str. 2  
03-230 Warszawa  
tel.+48 22 853 8950

email: [customerservice.pl@wittur.com](mailto:customerservice.pl@wittur.com)

**Notice!**

**Thank you for respecting the foregoing complaint regulations.**