

TERMS OF WARRANTY AND SERVICE

1. W2 Poland sp. z o.o. with office registered at: 1A Ceramiczna Street, 86-005 Kruszyn Krajeński, Poland (hereinafter: "W2") guarantees the correct operation of the products manufactured by W2, in accordance with the description contained in the manual or Technical and Operational Documentation of the products.
2. The products manufactured by W2 shall be warranted by W2 for a period of 36 months from the date of purchase, subject to the next sentence. If the warranty holder fails to provide proof of purchase contrary to the obligation indicated in pt. 6 subpoint 3, the warranty period will be calculated from the date of manufacture of the product (ascertainable from the serial number on the product nameplate).
3. Liability under the warranty shall cover only physical defects of the product arising from causes inherent in the product.
4. The guarantee shall be valid if the following conditions are jointly met:
 - 1) the product has been used as intended and in a manner consistent with the documentation provided by W2, in particular the instruction manual;
 - 2) no repairs or alterations of the product have been made by unauthorized persons other than W2, including attempts to make such repairs or alterations;
 - 3) in the product the factory safeguards have not been removed;
 - 4) there is a nameplate on the product with the serial number of the product.
5. W2 shall not be liable under the warranty for defects:
 - 1) resulting from improper installation, improper installation of the product, improper transportation (including protection and packaging) of the product, improper use of the product, including improper use of the product, including improper use of the product, the effects of weather conditions or fortuitous events such as fire;
 - 2) of a mechanical nature;
 - 3) resulting from repairs and alterations of the product by unauthorized persons other than W2, or attempts to make such repairs or alterations.
6. For the purpose of exercising the rights under the guarantee, the holder of the guarantee should deliver to the address:

W2
1A Ceramiczna Street
86-005 Kruszyn Krajeński
Poland
(add „Warranty repair”)

- 1) Properly protected and packaged product;
 - 2) Completed claim form - available at www.w2.com.pl, under the "Downloads" tab";
 - 3) A copy of the proof of purchase of the product (receipt or invoice) - if it is not provided, the application will be considered, but the warranty period will be calculated from the date of manufacture of the product in accordance with point. 2 second sentence above.
7. Within 14 days from the date of delivery of the product to W2, together with the documents indicated in pt. 6 subpoint 2-3, W2 shall, at its expense, in the event that the reported defect is covered by the warranty:
- 1) remove the product defect by repairing it or
 - 2) replace the product with a new one or one equivalent in terms of technical parameters.
- The choice of how to remove the defect is made by W2.
8. Defects not covered by the warranty may be repaired only at the expense of the claimant under the warranty, after the claimant has accepted the remuneration for the repair of the defect. W2 will inform the applicant of the nature of the defect and the fee payable therefor prior to repair. If the notifier does not agree to the remunerated repair, W2 will send the product back to the notifier without making repairs.
9. The document stating that W2 has repaired or replaced the product shall be a document issued by W2 stating the date and type of repair or replacement performed.
10. This warranty covers W2 products purchased in the territory of the EU.
11. The warranty shall not exclude, limit, or suspend the rights of the buyer under the warranty provisions for defects of the sold thing.
12. Any disputes arising from the guarantee shall be subject to settlement by the common court having jurisdiction over the seat of W2. The provision of the preceding sentence shall not apply in the case of consumers within the meaning of applicable law.
13. These warranty terms and conditions apply to products purchased from June 25, 2019, and in the absence of proof of purchase by the claimant of the warranty contrary to the obligation indicated in point 6 subpoint 3 - manufactured from June 25, 2019.