



Roller blinds
Façade blinds

GUARANTEE CONDITIONS

MS więcej niż OKNA Sp. z o. o. (the Manufacturer) guarantees high quality of the Products on the principles specified in the Guarantee Book available on the Manufacturer's website www.sarnaWindows.eu, in the form applicable as of the date of sale.

As part of the guarantee, the Manufacturer declares the high quality and proper operation of the Products within the limits set by the applicable European standards.

A. Guarantee period:

1. The guarantee period shall be from the date of sale of the Product indicated in the proof of purchase (VAT invoice):
 - a) 5 years - for roller blinds equipped with an excessive load motor and articulated hangers, but no longer than 6 years from the date of production.
For other roller blinds the guarantee period shall be 2 years, but no longer than 3 years from the production date,
 - b) 5 years - or façade blinds equipped with excessive load function, but no longer than 6 years from the date of production; the guarantee covers the functional capability of these drives.
2. Information on the date of production can be obtained from the manufacturer or the seller by providing the order number.

B. Complaints:

1. **Complaints shall be lodged directly at the place of purchase of the Products immediately upon their discovery, i.e. no later than within 14 days of their discovery, under pain of losing warranty rights.**
2. When lodging a complaint, a proof of purchase with serial numbers of Products, a description of damage, and contact details (address and phone number of the Customer) shall be submitted.
3. Claims under the guarantee may be made only upon payment of 100% of the sales price of the Product.
4. The Manufacturer's Guarantee shall not exclude, limit or suspend the rights of the Purchaser under the provisions of the warranty for defects of the goods sold.

C. Periods for handling complaints and fulfilling guarantee obligations by the Manufacturer:

1. Complaints shall be processed within 14 working days from the date of receipt of a complaint. Complaints submitted directly to the Manufacturer without reference to the Seller shall be dealt with within 21 working days. Consideration of the complaint means that on the above dates the Manufacturer shall decide whether the Customer's request is valid or whether it refuses to accept the complaint.
2. In case it is necessary to inspect the defective Product by the Manufacturer's service team, the deadline for the investigation of the complaint may be extended accordingly, but not more than another 21 working days.
3. Should a complaint be accepted, the Manufacturer shall decide on the manner of performance of obligations under the guarantee, i.e. removal of the physical defect of the Product (repair), replacement of the Product with a defect-free product or an appropriate price reduction.
4. The time limit for the fulfillment of obligations under the guarantee is 21 working days from the date of complaint acceptance. If it is not possible to fulfill the obligations under the guarantee within 21 working days for reasons beyond the control of the Manufacturer, the repair period may be extended accordingly, of which the Manufacturer shall inform the Customer.
5. Should removal of the defect of the Product depend on the weather conditions, the Manufacturer shall remove the defect if it is possible to maintain the technological parameters of the Product.



D. Exclusions:

1. The guarantee shall only cover manufacturing defects and/or material defects; it shall not cover:

- a) mechanical damage, including but not limited to: scratches, dents, etc.,
- b) incorrect installation and defects resulting from it,
- c) incorrect connection to the electrical system,
- d) discoloration of the paint surface,
- e) natural minor deformation of the aluminium tape surface,
- f) wear of the paintwork, where minor scratches may appear after approx. 200 cycles,
- g) changes, alterations or repairs to the Product made by persons other than those authorised by the Manufacturer,
- h) damage resulting from improper operations on the Product, its improper use or insufficient maintenance,
- i) damages resulting from natural forces and physical phenomena,
- j) damages resulting from random events, e.g. fire, flood, lightning strike, etc,
- k) adjustment, maintenance and cleaning of the Products, as well as replacement of fuses, batteries and other consumables that are subject to natural wear and tear during the guarantee period.