



## WARRANTY STATEMENT

The Litex Promo Sp. z o.o. company provides a quality guarantee for the smooth operation of the awning.

In accordance with the sales document ..... from the date of issue for a period of:

- a) 2 years- unconditional warranty (cassette-free awnings without prints - Barcelona, Andalusia)
- b) 5 years - for all premium line awnings (cassette and semi-cassette awnings without printings - Palermo, Roma, California)

We offer a 2-year warranty on new or repaired awning parts.

### A. REPORTING A CLAIM

1. Warranty claims can be made after payment of 100% of the VAT invoice for the claimed product.
2. Until a defect is diagnosed, the awning must be taken out of service.
3. The warranty provided applies to the manufacturer against the first purchaser. The end user is obliged to report a complaint as soon as a defect is found, no later than 3 days after the defect is found.
4. A claim should be submitted in writing and should include: purchase invoice number, date of claim, type of defect, address and telephone number of the person making the claim.
5. Unjustified complaints may result in an invoice for the costs incurred by the manufacturer for visual inspection and inspection of the product.
6. The customer's signature under this warranty card indicates that he / she is familiar with the terms and conditions contained herein and that they are accepted by him / her.

### B. OBLIGATIONS OF THE GUARANTOR

7. The guarantor (manufacturer) undertakes to respond to the complaint within 14 working days from the date of notification.
8. The product warranty does not cover:
  - a) mechanical damage caused e.g. during transport or installation,
  - b) damage resulting from incorrect assembly (not in compliance with assembly instructions)
  - c) damage resulting from repairs or modifications carried out by the customer himself,
  - d) damage resulting from improper use of the product or its improper maintenance (not in accordance with the assembly instructions provided by the manufacturer),
  - e) wear and tear of parts resulting from normal use and exposure to atmospheric agents,
  - f) damage caused by extreme forces of nature,
  - g) folds in the fabric (herringbone) near the seams or over the entire surface, caused by tension in the fabric.
9. The repaired product shall be delivered by the Warrantor to the purchaser at his own expense.