

## **GENERAL TERMS AND CONDITIONS FOR COMPLAINTS WITH**

### **Bibtex-pol Sp. z o.o.**

This document determines the general terms and conditions of warranty and the course of complaint process regarding products purchased from BIBTEX-POL SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its legal seat in Zalasewo (62-020), ul. Sielska 3A, entered into the register of entrepreneurs of the National Court Register under the number 0000257812 (hereinafter BIBTEX-POL).

#### **Article 1**

#### **WARRANTY**

- BIBTEX-POL hereby grants a two-year warranty for the products sold counted from the date of the purchase of goods.
- The warranty covers only the damage consisting in hidden defects of the fabric which existed at the time of goods issue, provided that:
  - the fabric was used for its intended purpose,
  - the fabric was not used for furniture located outdoors, i.e. In places exposed to weather conditions,
  - the fabric was properly cared for and maintained
  - the fabric or piece of furniture was transported properly.
- The warranty does not cover:
  - mechanical damage caused by animals, sharp objects, abrasion or human action;
  - damage caused by the use of any commercially available chemicals without prior testing whether and how the fabric reacts to them; the above refers to both cleaning agents and care products;
  - fabric exposed to sources of heat such as: fire, iron, radiator, fireplace, cigarette; moistened fabric should be left to dry on its own;
  - damage caused by exposing to strong sunlight and artificial light;
  - natural wear of the fabric due to its use;
  - characteristics added to the fabric after its manufacture, such as waterproofing and technologies that facilitate cleaning.

- The final and appropriate source of information about fabrics data are the technical sheets available on our website: WWW.BIBTEX-POL.PL, in the appropriate tab for a given pattern.

## **Article 2**

### **LOSS OF WARRANTY**

- The Buyer loses the right to make a warranty claim when:
  - the fabric is not used for its intended purpose,
  - the fabric was not stored and maintained properly,
  - the fabric wears signs of mechanical damage,
  - the fabric was exposed to weather conditions, in particular sun, rain, snow, etc.
- the Buyer fails to provide the proof of purchase of the fabric;
- the Buyer noticed the defect before commencing production and cut up the fabric nonetheless.

## **Article 3**

### **PROCEDURE OF COMPLAINT**

- Hidden defects of the product revealed within the warranty period shall be immediately reported to BIBTEX-POL, however no later than within 7 days of their discovery.
- A complaint shall be submitted on a form available on the BIBTEX-POL website under the Downloads tab in the menu.
- The complaint claim shall be sent to the following address:

BIBTEX-POL Sp. z o.o.

ul. Sielska 3A

62-020 Zalasewo

or email address: reklamacje@bibtex-pol.pl

- Attached to the claim shall also be:
  - a) a copy of the document confirming the purchase of the fabric.
  - b) photographs documenting the defect, and, where possible, sample cutting of the defective fabric.
  - c) completed complaint form containing the Complaining Buyer's data.

d) Buyer's expectations - to be selected from Article 4 item 1 letter a) or b).

- BIBTEX-POL undertakes to settle the warranty immediately, however no later than within 30 days from the date on which it became possible to verify the defect in the fabric. Should the documentation be incomplete, the complaint shall be rejected.

- The provision of all the above-mentioned points is not equivalent to the positive settlement of the complaint.

#### **Article 4**

##### **RECOGNITION OF THE COMPLAINT**

- In the event the Complaint is resolved in the Complaining Buyer's favor, BIBTEX-POL undertakes to:

- replace the defective fabric with a fabric free from defects (if such fabric is still available), or otherwise

- return the money paid and correct the sales document.

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(town, date)

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**BIBTEX-POL SP. Z O.O.**  
**ul. Sielska 3A**  
**62-020 Zalasewo**

**COMPLAINT FORM**

I hereby inform, that the goods I/we purchased on (date)..... in the form of fabric (collection/color) ....., document no. .... is defective.

The Customer purchased the goods from our company on (date) .....

The defect was found on (date) .....

The defect consists in:.....  
.....  
.....

I hereby declare that the goods purchased:

- were used indoors/outdoors\* (cross out as appropriate);
- were/were not\* (cross out as appropriate) exposed to the direct sunlight

If the complaint is resolved in my favor, I request: .....

.....

(Complaining Buyer's signature)