

## General Warranty Terms

The KLUŚ company guarantees that sold profiles, profile accessories, LED strips, LED lighting fixtures made by KLUŚ are free from defects resulting from the quality of workmanship or materials if they are used and serviced under normal conditions for 4 (four) years from the date of purchase.

The warranty period begins on the day of purchase of the product by the Buyer, as specified in the VAT invoice or the receipt confirming the purchase.

The warranty covers only manufacturing defects and defects due to causes inherent in the goods, i.e. concealed defects resulting from manufacturing defects or concealed defects in materials.

1. Exclusions:

- 1.1 The 4-year warranty does not apply to the KA-COM cover (12 month warranty)
- 1.2 KLUŚ is a distributor of power supplies. The power supplies sold by KLUŚ are covered by the manufacturer's warranty. The manufacturer of the power supplies guarantees that its products will be free from manufacturing defects in terms of workmanship and materials for a period of time specified for each product. The warranty period varies for different power supply manufacturers

2. The warranty becomes void in the following events:

- 2.1 Products are used incorrectly, not for their intended purpose
- 2.2 Intentional damage to the product
- 2.3 Use of the product in conditions not compliant with those specified in the catalog and the user's manual
- 2.4 Extreme heat or cold
- 2.5 Unauthorized alterations, repairs, interference by unauthorized persons
- 2.6 Failure to comply with operational rules, mechanical damage
- 2.7 Connecting LEDs or lighting fixtures to the wrong output voltage
- 2.8 Incorrect selection of power supplies (example: connecting the 18W power supply to a 20W lighting fixture)
- 2.9 Incorrect assembly and/or mounting, storage and transport
- 2.10 Damage caused by force majeure (e.g. overvoltage, lightning, fire, flood, earthquake)

3. Handling complaints:

To file a complaint, use only the complaint form at [www.klusdesign.pl](http://www.klusdesign.pl) or one received from the seller.

On receiving the parcel, check the condition of the packaging in the presence of the forwarder. In the case of damage to the package or goods, visible at the time of delivery, please make a relevant reservation on the transport document immediately after receipt of the goods and draw up an appropriate damage report in the presence of the forwarder.

The person liable for all claims regarding goods that are delayed, lost or damaged in transport is the forwarder and they must be reported to the forwarder within 24 hours.

Quantitative defects and defects in terms of kind in comparison to the shipping specification, as well as technical defects that can be visually detected shall be reported within 14 days from the date of delivery of the goods.

Otherwise the claims may not be considered.

The liability of KLUŚ under the warranty includes the obligation to repair or replace the defective product, at the discretion of KLUŚ.

The customer shall send the defective goods to KLUŚ unless KLUŚ decides otherwise.

The goods complained about, together with the completed complaint form and the proof of purchase, shall be delivered by the customer on their own and at their own cost to the following address: 05-500 Piaseczno - Łoziska, ul. Leśna 24.

If the filed complaint is unjustified, KLUŚ may charge the customer with the costs of services related to the complaint.

The court competent to resolve any disputes between the parties that may be connected to relationships based on sales agreements concluded by the parties or other contracts to which these GWT would apply, is only the common court competent for the registered office of KLUŚ.

These General Warranty Terms shall apply from 15.07.2019 to all orders placed after this date.