

Warranty for Kobi Light sp. z o. o. sp. k. lighting

I. Warranty terms:

1. A guarantor is Kobi Light limited liability company limited partnership headquartered in Rzeszow, Boya-Żeleńskiego 25 street, 35-105 Rzeszów.
2. A warranty period is 24 months and starts with the moment of releasing the goods to the buyer. Warranty is valid on the Republic of Poland territory.
3. The permissions of warranty can be executed based on warranty card, filled by seller based on purchase proof or directly on purchase proof (Invoice, receipt) determining: purchase date, model, quantity purchased.
4. The warranty claim should be reported immediately after spotting the defect but before warranty period end.
5. The period of considering the claim is 14 bussiness days from the day when defected goods were delivered. In complicated issues, this period is 30 bussiness days and if the recognition of a complaint needs a detailed technical examination or shipping it to a supplier, then the execution of a complaint can be approximately longer. A guarantor will inform a customer about it.
6. A place of executing the committments resulting from warranty is a Guarantor headquarter.
7. A warranty shall include production defects or materal defects of a product excluding mechanical damages and damages resulted from improper use, montage or installation. A warranty shall not include a normal product usage.
8. A condition to take advantage of warranty entitlements is: proper storage, installation and usage according to a Guarantor manual.
9. In case of accepting the complaint, the Guarantor can make an unpaid repair or exchange of goods (whole or part) to defect free. If the repair or exchange will not be possible, significantly hindered or costs will be higher than selling price, a Guarantor can make a refund of money for these products.
10. A Guarantor reserves the right to verify the defect of product covered by warranty in a place where the product is being used, after receiving the complaint.
11. Each product is marked with batch number or serial number in a form of printing, label or statutory plate. Removing, wiping or changing the number invalidates the warranty.
12. Due to the limitation of LED technology the following series of particular model can have slightly different color. This is not a defect and cannot be a base to file a complaint.
13. Product warranty does not exclude, limit or suspend the Buyer's entitlements resulting from statutory warranty for product physical defects.

14. A Guarantor's responsibility for damages resulting directly or indirectly from applying the product or its defect including direct and indirect damages and conditional responsibility of any nature is limited to product's value.

15. In case of unreasonable complaint, a person who files a complaint, shall bear all the costs.

II. Warranty exclusions:

Warranty does not cover:

1. Damages resulting from improper use, installation, conservation or storage as well as self remaking or repair.
2. Damages like: mechanical, thermal or chemical caused by buyer or by external factors.
3. Damages caused by installation of improper parts or extra accessories or by using improper chemical substances.
4. Damages caused by electrical surges and other electrical factors independent from a Guarantor.

III. Warranty is no longer valid if:

1. Remaking or structural changes of a product were made.
2. Making an interference inside the product by different people than Guarantor or people who works on his behalf.

IV. User is obligated to:

1. Stop using a product if it's damaged.
2. Deliver a complete product with original box/packing along with warranty card, purchase proof and accessories to the Guarantor.

V. Filing a complaint

If within a period of warranty, the defect of a product emerges, the product should be delivered to Guarantor's headquarter or buyer should contact with Guarantor's sales representative who will order a product's delivery. For goods of complaint you should attach a complaint protocol (available for download on a website www.kobi.pl / documents for download) and purchase proof in a form of Invoice copy / receipt.