



EL-PUK Sp. z o.o.

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Warranty terms in relations between entrepreneurs

1. The Guarantor shall ensure good quality and correct operation of their products on condition that Technical Conditions for the transport, assembly and operation of such products are met – Appendix to the Guarantee.
The guarantee is granted on condition of timely payment for purchased goods. Lack of payment within the established deadline shall result in the expiry of the warranty rights.
2. The Guarantor shall grant a guarantee for mechanical strength and maintenance of cable trays functionality for a period of 24 months starting from the date of issuing the products to the Buyer.
3. The Guarantor shall be held liable for any inherent defects of sold goods. Claims under warranty shall be excluded.
4. This guarantee shall not cover any damage arising after the sale due to other reasons, in particular as a result of inadequate use, storage or transport, and damage arising after the sale due to random events and other circumstances for which neither the supplier nor the Buyer shall be held liable. Moreover, the following recommendations must be observed. Goods in transport shall be protected against the weather. Goods shall be packed and transported in a manner preventing mechanical damage. Goods shall not be exposed to other metallic dusts which may occur during assembly works (cutting, grinding, welding, etc.)
5. The Buyer shall report their complaint in writing within two days:
 - from the date of delivery of a product in the event of apparent defects;
 - from the date of disclosure thereof in the event of latent defects.
6. In the event of a technical acceptance inspection by the Buyer at the guarantor's manufacturing plant, apparent defects shall be reported directly in the acceptance report.
7. The Buyer shall include the date of making the faulty product available for repair in the complaint.
8. The complaint shall be handled within adequate time, corresponding with the nature of the defect disclosed.
9. The guarantee period shall not be expended even if a product is replaced with a new one. The guarantee shall expire upon the original date of expiry.
10. Defective products replaced with new ones shall become the property of the guarantor.
11. The Guarantor shall not be held liable for damage the taking of a product out of service during the period from defect disclosure to defect removal.
12. In the event of an unjustified complaint, the Buyer shall cover expenditures incurred by the Guarantor with respect to the complaint.
13. In case the bought goods are to be stored before installing them in a proper place in compliance with corrosiveness category for the goods bought, The buyer is obliged to make a photographic documentation of the storage area and stored goods from unloading and later from the storage place and send it not less than in 2 weeks periods (from unloading – to mounting). The photographs should be sent via e-mail to: gwarancje@elpuk.com.pl. If the buyer fails to comply with this obligation, the warranty is invalid.