

OLTENS

Oltens guarantee

DETAILED TERMS AND CONDITIONS OF GUARANTEE – BATHROOM FURNITURE

The manufacturer provides the following guarantee, whose period runs from the product purchase date:

for bathroom furniture – 2 years

The manufacturer does not provide installation services for the products/elements which are the subject of a complaint.

NOTE! After the repair, the product will be sent to the complainant at the cost of the Manufacturer, to the indicated address or to the point of sale where the product was purchased.

The Manufacturer first guarantees repair or replacement of the defective part of the product referred to in the complaint, free of charge. If repair is not possible, the product will be replaced with a new one, free and clear of any defects.

This guarantee covers all manufacturing defects of the product and defects that occur during its correct use or caused by manufacturing defects, but it excludes consumables (e.g. light bulb).

The guarantee does not cover defects resulting from:

- a. faulty installation in breach of the instructions,
- b. independent repairs, modifications or structural alterations of the product made by the user or other unauthorised persons,
- c. mechanical damage caused by the customer (impact damage, scratches), chemical damage (wilful or accidental use of improper chemicals, improper care of the product),
- d. missing parts,
- e. misuse,
- f. improper storage and maintenance of the product caused by the customer.

NOTE! The guarantee does not cover furniture purchased at a reduced price or when a given model has already been discounted (with the reason for the discount provided).

If a complaint is unjustified, all related costs, including the costs of sending the product back to the Complainant, will be charged to the Complainant.

