

WARRANTY CARD

FOR PRODUCTS COMAD Sp. z o. o.

§ 1

1. This Warranty Card is a warranty document within the meaning of the Civil Code (Art. 577-581, Journal of Laws No. 16 of 1964, item 93, as amended)
2. The use of this guarantee by the Buyer is not compulsory and may result only from the will of the Buyer. The buyer may alternatively take advantage of the rights resulting from the warranty for defects in the sold item.
3. The guarantor realizing the warranty claims is COMAD Sp. z o. o. with headquarters in 70-892 Szczecin, ul. Dobropole 4, having no. NIP: 8512743493, REGON: 812377868, KRS: 0000112837. E-mail address: support@comad.eu, telephone: 48 91 506 57 40
4. The Guarantor shall be entitled to refuse to perform the guarantee obligations in the event of the Buyer's failure to prove the purchase of the Guarantor's products by presenting a sales receipt issued by the Seller (invoice, receipt, etc.) or in any other way permitted by law, enabling the origin of the product to be determined from the Guarantor, the date of purchase and the warranty period.

§ 2

1. The Guarantor provides the Buyer with good quality and proper functioning of the products for which the guarantee has been granted, provided that the products are properly used in accordance with their intended use and that the principles of proper maintenance are observed, based on the guidelines contained in the Card.
2. The guarantor ensures that he will be liable in particular in the event of the following defects: product design defects, material defects inherent in the product, manufacturing defects of the product.

§ 3

1. The warranty period corresponds to the Seller's liability under the warranty and is 24 months from the date of handing over the object of purchase to the Buyer.
2. Under the granted warranty, the Guarantor will repair the item or, at its discretion, replace it with a new one, subject to the further content of the Warranty Card.

§ 4

1. In the event of defects in the product, the Buyer is obliged to immediately notify the Seller in the form of an appropriate written complaint notification or in any other way permitted by law, containing a detailed description of the defect.

2. The Seller is obliged to immediately forward the complaint to the Guarantor. Applications should be submitted in the form established during the cooperation or use the complaint form. All complaints should be sent by e-mail to the following address: reklamacje@comad.eu.

3. In order for the application to be considered in the event of any defect in the product, it must be accompanied by photographic documentation with a visible defect of the advertised product.

4. In order to eliminate any doubts, the Buyer is also obliged to indicate in the notification whether it submits a complaint under the guarantee regime or on a different basis.

5. The Buyer shall be informed about the acceptance of the complaint for processing by the Guarantor or the recognition of the complaint as unjustified within 14 days from the date of becoming aware of the notification of the complaint.

In exceptional situations, i.e. when a specialist expert opinion confirming the defectiveness of the purchased product is required, the above period may be extended by another 7 days, about which the Buyer will be immediately notified.

§ 5

1. If the defect of the product constituting the subject of the complaint is, according to the Guarantor's assessment, removable, the warranty obligations will be performed by warranty repair by replacing the defective parts of the product with new ones and delivering them to the Buyer's seat, or if the Buyer and the final customer express such consent directly to the final recipient to the indicated address.

2. The Guarantor is not obliged to provide the Buyer with a replacement product for the duration of the warranty obligations.

3. Comad Sp. z o.o. does not provide services related to the assembly of new and disassembly of defective elements. The offered products are intended for self-assembly.

§ 6

If the defect is irremovable or its removal is unjustified for economic reasons or could cause a reduction in the quality of the product, the warranty obligations shall be performed:

1. at the Guarantor's choice, by replacing the product with a new one of the same type or by paying the Buyer the amount corresponding to the selling price of the defective product

2. with the consent of the Buyer by reducing the price of the product in an amount adequate to the defect, loss of functional and aesthetic values of the product.

§ 7

Each replacement of the product with a new one or a significant repair of the product results in the granting of a new warranty with a validity period in accordance with the provisions of § 3, counted from the date of handing over the new product to the Buyer or performing a major

repair. If the Guarantor has replaced a part of the product, the above provision shall apply accordingly to the replaced item.

§ 8

The performance of obligations and warranty rights may take place at the request of the Buyer by replacing the defective product with a new one of the same type, free from defects also in cases where the performance of the guarantee obligations, due to the fault of the Guarantor, did not take place within the time limit specified in the content of this Guarantee Card, i.e. in § 9

§ 9

The guarantor will endeavor to fulfill the warranty obligations within 40 working days from the date of recognizing the complaint as justified. The guarantor may shorten the indicated period to the minimum necessary to settle the complaint.

§ 10

1. Delay in the performance of the Guarantor's obligations does not occur if the Guarantor has reported readiness to perform the guarantee obligations, but could not perform them for reasons attributable to the Buyer, i.e. failure to provide the necessary photographic documentation of the reported product defect, the inability to prove by presenting proof of purchase that the goods covered is a guarantee, failure to provide the data related to the product necessary to process the complaint.

2. In the absence of the required documentation when the Buyer submits a complaint, the Guarantor is obliged to submit a request to supplement this documentation.

3. In the event of failure to provide all the necessary documents enabling the complaint to be processed within 30 business days, the Buyer shall release the Guarantor from its warranty obligations.

§ 11

The provisions of this warranty card do not exclude, limit or suspend the Buyer's rights under the provisions on the warranty for defects in the sold item.

§ 12

This warranty does not cover:

1. damages resulting from improper, careless use, transport and handling of the goods, which result in mechanical damage when the product has been handed over to the Buyer (in accordance with Article 548 of the Civil Code).
2. damages resulting from improper and inconsistent with the rules of using the storage and preservation of goods, the action of moisture, strong heating (high temperatures), the use of improper preservatives, etc.
3. damage resulting from the modification or repair of the goods made by or on behalf of the Buyer
4. any consequences of deliberate actions violating the terms of the contract concluded between the parties, including the user's negligence affecting the possibility of a defect.
5. defects and damage resulting from non-compliance with the rules of use of furniture and maintenance contained in this Warranty Card.
6. defects and damage as a result of which the price of the product was lowered
7. Transport damage caused during transport by the Buyer to a retail customer. The guarantor is liable only for transport damage caused during transport carried out on its own behalf.
8. Irregularities and discrepancies in deliveries not reported at the time of acceptance / receipt of the goods.

§ 13

Submitting a complaint under the warranty procedure is tantamount to the Buyer's consent to the terms of this warranty card.

§ 14

The guarantor reserves the right to introduce changes, improvements and technical modifications aimed at improving the functional values of products subject to warranty claims.

RULES FOR USING THE PRODUCTS

1. Products offered by Comad Sp. z o. o. should be used in accordance with their intended purpose, in closed rooms with efficient ventilation and appropriate protection against weather conditions.
2. Elements intended for self-assembly should be installed in accordance with the attached instructions delivered with the product.
3. The products should be properly leveled according to the guidelines contained in the attached instructions. Mounting pins required for assembly and not supplied by the

manufacturer should be selected according to the weight of the element and the material from which the bearing surface (wall) is made. Installation activities performed independently by the Buyer are fully charged with regard to the cost and risk of the installer.

4. All elements should be carefully checked before assembly. In the event of any defects, these elements should not be installed, but should be reported to the Guarantor as a complaint.

5. Individual products may differ in color and structure. The above also applies to glass and ceramics, which may be caused by the thickness, size and type of material used. The porosity of glass varies, among others depending on the cutting technology, which is not considered a product defect. Thus, unevenness in the glass or ceramic mass at the drains are not considered a defect, because they result from technological processes and do not affect the utility value of the product. The tolerance to the dimensions of the products specified by the Guarantor may be within the thickness range of +/- 1 mm, in terms of width, depth, and height: +/- 5 mm.

6. It is recommended to use a silicone grout at the joint between furniture and washbasin to protect against the adverse effects of water and moisture in the air.

7. It is strictly forbidden for furniture to come into contact with:

- high and temperatures
- direct action of water and steam
- solvents and other chemically aggressive agents
- sharp and rough elements of other equipment in the room in which the product is located

8. All electrical connections should be made by a person having the required qualifications. Improper connection of electrical devices may cause them to malfunction and may also result in injury or death.

PRINCIPLES OF PRODUCT MAINTENANCE

1. Furniture should be cleaned with a dry or slightly damp cloth, then the surface to be cleaned should be wiped dry without leaving any moisture on it.

2. For cleaning, it is allowed to use mild detergents, commercially available for cleaning furniture, provided that their negative effect is previously checked on the invisible surface of the product (eg inside a cabinet).

3. Absorbent materials are used in the production of furniture, so if the furniture is flooded with water, the product should be dried immediately to prevent irreparable damage.

4. To clean all glass or ceramic elements, use agents designed for this type of product. It is not allowed to use sharp objects, cleaning milks, abrasive and polishing pastes for cleaning. In addition, it is recommended to protect the indicated surfaces with glass agents that reduce water adhesion once every 6 months. Avoid contact of glass and ceramic elements with water at a temperature exceeding 60 degrees Celsius.