



WARRANTY CARD

Multi-sector company DREMEX Sp. z o. o. is a developing business entity that ranks among the European leading manufacturers of synthetic marble washbasins. Our offer includes washbasins, shower trays, bathtubs and sinks. Our specialists provide professional advice based on knowledge and experience in the field of designing and creating unique projects. We not only create new, but also improve old projects so as to best suit your tastes and needs. The company is present on the markets of the European Union, and our offer can be found at international trade fairs.

MATERIAL SPECIFICATIONS.

Our products are made of high-quality minerals and polyester resins. Thanks to the use of such materials, we are able to obtain various forms and shapes unattainable for traditional sanitary ceramics.

Product: washbasins, shower trays, bathtubs and sinks made of the following materials by the Manufacturer.

Synthetic marble is a material with a uniform structure made of minerals, dolomite flour and polyester resins. Products made of this material have an outer layer of polyester gelcoat.

Solid Surface, or onyx, is a mineral-acrylic plastic with a wide range of applications. It is a homogeneous, porous material, consisting of 66.6% natural minerals and 33.4% resin. Used in the arrangement of modern interiors and in the sanitary industry.

Gelcoat is a specially prepared polyester resin with high resistance both to mechanical damage and chemicals for cleaning sanitary facilities. Our products made of synthetic marble have a gel coat layer as a surface finish. It looks and feels like ceramics, but it is much more durable.



Quartz is a very popular, durable, aesthetic composite material of a varied colour dyes. At the client's request, we create aesthetic and functional quartz countertops and sinks. Composite sinks are made of a combination of natural mineral fillers and binders.

PRODUCT MANUAL.

1. Do not clean the product with abrasives.
2. Do not use degreasing products and products containing abrasives, as well as bleaching agents and solvents.
3. No acidic liquids such as juice, tea or vinegar should remain on the product for a long time.
4. Protect the product from direct exposure to high temperatures (e.g. pots and other heated dishes).
5. Do not use sharp sponges to clean the surface, as you may damage or scratch the surface.
6. The surfaces of the product should be protected against dents and scratches, especially with metal objects.
7. When using it is absolutely necessary to avoid contact with the surface with chemicals and solvents, such as, for example, ammonia or ammonia-based detergents, felt-tip pens, markers, iodine, barbecue detergents, acid, nail polish removers, optical brighteners, indelible ink pens, oily soaps.
8. Avoid agents based on chlorine and all kinds of acids (hydroiodic, phosphoric, hydrochloric).

ORDER FULFILLMENT CONDITIONS.

1. The order fulfillment date is agreed individually with the Customer. Unless otherwise agreed, the order will be processed within 30 days. The Manufacturer reserves the right to change the date of the order delivery.
2. The Manufacturer will proceed with the order after the Customer has performed the steps as follows:
 - a. signing the order,
 - b. payment of a deposit (if the Parties have so agreed),
 - c. settlement of the Customer's existing obligations,
 - d. providing the necessary documents and materials, including: drawings, templates, etc.



3. Failure to meet any of the above-mentioned conditions entitles the Producer to postpone the order fulfillment date.
4. Any changes made to the order by the Customer after placing the order entitle the Manufacturer to re-evaluate the order. Changes can only be made if the ordered goods have not yet been produced. It is allowed to change the order after the ordered goods have been Produced, however, the Customer is obliged to pay for all manufactured goods.
5. Changes introduced by the Customer related to the reduction of the quantity or size of the order entitle the Manufacturer to reduce the discount and increase the remuneration by any additional costs related to the order handling.
6. The valuation of the order based on the materials provided by the customer may differ from the final price. The final price is based on the actual dimensions of the manufactured goods and their processing.

WARRANTY TERMS & CONDITIONS.

1. The Manufacturer grants a warranty on the territory of Europe for the product sold and installed by the Manufacturer or an authorized entity for a period of 24 months from the date of its issue or installation - the date shown on the sales receipt or the acceptance protocol of the installed Product is considered. The Manufacturer does not provide a guarantee for a product not installed by the above-mentioned entities.
2. Receiving the Product by the Customer clearly confirms the compliance of the goods with the contract, the correct installation of the Product and the absence of obvious defects as well as reading and accepting the provisions of this Warranty Card.
3. This Warranty card is valid with the proof of sale or the acceptance protocol of the installed product without any reservations by the Manufacturer or an authorized entity.
4. The product should be used, cleaned and maintained in accordance with the Manufacturer's instructions.
5. The Warranty covers liability only for defects that arise for reasons inherent in the item sold. The Warranty covers damage resulting from design defects of the product.
6. Excluded from the Warranty:
 - a. mechanical, thermal and chemical damage,



- b. improper use of the product, inconsistent with its intended use, improper operation, i.e. inconsistent with the intended use of the equipment and the manual,
 - c. improper activities related to the maintenance, cleaning of the product, installation and adjustment specified in the manual, or required for the product to be used properly,
 - d. improper storage of the product or transport, including transport in a different way than agreed with the Manufacturer in connection with using the rights under the Warranty,
 - e. damage resulting from improper selection of a spare part,
 - f. making independent repairs and modifications,
 - g. deliberate damage to the product (e.g. modification, attempted repair, interference by unauthorized persons),
 - h. mechanical or thermal damage caused by misuse and improper handling of the product,
 - i. natural wear and tear of the product resulting from its constant use – wear and tear during normal use,
 - j. the precipitation of utility water sediments or its inadequate quality, inadequate properties of utility water,
 - k. improper care of the product, e.g. using inappropriate cleaning agents and accessories,
 - l. improper installation of the product, in particular by entities not authorized by the Manufacturer, inconsistent with the assembly instructions attached by the Manufacturer, using inappropriate tools or materials for installation,
 - m. damage resulting from force majeure (e.g. power surge, lightning, fire, flood).
7. If a defect or damage to the product is discovered during the warranty period, its use or installation should be discontinued immediately, and the Manufacturer should be notified of the defect. The Manufacturer is not liable for any damage resulting from the use of a defective product.
 8. The Producer's liability under the warranty for defects in the sold item is excluded.
 9. Any possible disputes arising from the sales contract will be settled amicably or by the competent factual and local court having jurisdiction over the Manufacturer's domicile.
 10. The provisions of the Civil Code, in particular the provisions of articles 577-581, shall apply to all matters not covered by the Warranty conditions.



WARRANTY CLAIMS.

Warrant address details: Przedsiębiorstwo Wielobranżowe „DREMEX” sp. z o.o., ul. Pod Borem 15, 36-060 Głogów Małopolski.

1. Warranty claims are considered only for products whose warranty period has not expired and which have a detailed description of the damage attached to the service shipment.
2. In the event of a defect in the product, the Customer is obliged to submit a complaint in writing by registered mail to the following address: Przedsiębiorstwo Wielobranżowe „DREMEX” sp. z o.o., ul. Pod Borem 15, 36-060 Głogów Małopolski or via e-mail: kamila.gancarz@dremex.com.pl.
3. The submitted complaint should contain: Customer's data with the exact address of the place of the product installation, the address to which correspondence should be sent, telephone number, description and photos of the revealed defect, date of finding the defect, proof of sale with an acceptance protocol.
4. The complaint goods shall be delivered by the customer to the place of purchase on their own and at own expense.
5. Within 30 days from the date of the complaint receipt the Manufacturer:
 - a. accepts the submitted complaint and agrees on the date of repairing the faulty product, its replacement or return of all or part of the price paid; or inform the Customer about the rejection of the complaint with justification;
 - b. in complicated matters, the Producer may contact the Customer
 - c. to enable an inspection, and the decision on the final consideration of the complaint will be issued immediately after the inspection and gathering the necessary information, opinions and expertise.
6. After verification of the complaint - the faulty product is repaired or replaced with a new one, while not defected products are returned at the customer's expense.
7. The date of repair or replacement of the products will be agreed individually with the Customer, taking into account in particular: dates of material orders from which the Product is made at the Manufacturer's suppliers; time made by the Customer chooses a product made of a different material from the Manufacturer's current offer due to the absence of a product in the offer but made from the complaint material, intended for replacement; the time needed to implement all technological processes necessary for the production of the Product; the distance between the location of the Product, and the seat of the Manufacturer.



8. The price will be refunded to the account number provided by the Customer in writing after accepting the Warranty, within 14 days from the date of receipt of this information by the Manufacturer.
9. The Customer is obliged to cooperate with the Manufacturer in the implementation of the complaint procedure, and in particular to determine the date of the inspection visit acceptable to both parties and to participate in the inspection and acceptance of the repair or replacement, under the pain of losing the warranty rights.
10. The costs related to the performance of a warranty repair resulting from an approved complaint application shall be borne by the Manufacturer.
11. The Manufacturer is not responsible for any defects in the accessories related to the product, such as washbasin faucets, wash basins, etc., and any possible damages in this regard.

LIMITATION OF LIABILITY.

The Manufacturer is not liable for:

- a. any defects or faults resulting from the modification, processing or assembly of the product by entities other than the Manufacturer;
- b. apparent defects, visible at the time of sale or assembly;
- c. defects and damage resulting from improper or not in accordance with the general principles use as well as improper product maintenance;
- d. other damage resulting from random events and other circumstances that took place after the receipt of the product;
- e. defects and damage due to which the price of the product was lowered;
- f. defects and damage resulting from deliberate damage to the product;
- g. changes in the product resulting from natural processes;
- h. small hairline cracks, irregularities in the structure, or overgrowths, which prove the authenticity of the minerals used to make the natural material;
- i. differences in shade and dimension (plus / minus 2 mm);
- j. defects resulting from staining the Product with chemical agents not used and not intended for the maintenance or cleaning of objects made from mineral components and polyester resins;
- k. any customer expectations regarding the quality or scope of the contract diverging from the standard adopted by the Manufacturer, except for these cases, in which the contract contains a provision to change the standard of contract performance.