

## WARRANTY

### Article 1 Scope of warranty

1. All ALDA Poland Sp. z o.o. products sold to natural persons as defined by the Civil Code are covered by 24 month warranty counted from the date of purchase.  
Exceptions are products sold to entities which are not natural persons as defined by the Civil Code, where the warranty period for such an entity is 12 months counted from the date of purchase.
2. For natural persons, ALDA Poland Sp. z o.o. products are also subject to "EXTENDED WARRANTY" counting from the date on the proof of purchase:
  - a. STAINLESS STEEL PRODUCTS – 24 months;
  - b. POWDER-COATED PRODUCTS – 24 months;
  - c. ORGANIC-COATED STEEL PRODUCTS – 60 months.
- 1) The EXTENDED WARRANTY shall cover only the external coating of the product. Its scope comprises:
  - a. Uniform coating structure;
  - b. Uniform coating thickness;
  - c. Corrosion resistance;
  - d. Surface layer peeling resistance.
- 2) The EXTENDED WARRANTY shall not cover the following components:
  - a. Plastic elements;
  - b. Product opening/closing mechanism (pedals, ties, wires);
  - c. Handles, chains and brackets;
  - d. Steel inserts;
  - e. Screws and rivets or other connecting elements.
3. The extended warranty shall not include other products not covered by Article 1, section 2 (a-c) and other components not covered by Article 1, section 2, item 2) (a-e).
4. The warranty shall be granted on condition that the user reads the manual included with the packaging/product and uses the product in accordance with this manual.
5. The warranty shall cover only products sold within the European Union.
6. The warranty shall cover the original Buyer of the product and cannot be transferred.
7. The warranty for the sold product shall not exclude, limit or suspend the rights of the Buyer under the warranty defined by the provisions of the Civil Code.

### Article 2 Complaint procedure

1. A warranty claim must be submitted within the warranty period.
2. The Buyer shall be obliged to immediately inform the Seller or ALDA Poland Sp. z o.o. about the defects by e-mail or letter by sending the attached warranty card together with photo documentation and proof of purchase.
3. ALDA Poland Sp. z o.o. reserves the right to make a warranty decision within no later than 14 days from the date of delivery of the defective product to the place indicated in Article 2, section 8.
4. The following decisions may be made regarding the product being the complaint subject:
  - a. REPLACEMENT,
  - b. REPAIR,
  - c. REFUND.
5. In case of decision on replacement or repair, the Buyer shall deliver the product at the expense of ALDA Poland Sp. z o.o. to the place indicated in the warranty.
6. As the Manufacturer, ALDA Poland Sp. z o.o. shall decide on the manner of handling the complaint.
7. In case of replacement or refund, the replaced products or their parts shall become the property of ALDA Poland Sp. z o.o.
8. Any documentation and products should be sent to the following address:

**ALDA Poland Sp. z o.o.**  
**Dębowa Góra 27**  
**41-260 Sławków**  
email: [reklamacje@alda.com.pl](mailto:reklamacje@alda.com.pl)

9. In case of delivery of documentation or products to another address, ALDA Poland Sp. z o.o. does not guarantee correct handling of the complaint.
10. If the guarantor does not accept the complaint, the goods shall be returned to the Warrantee. In the event of non-collection of the goods, the Warrantee shall be able to carry out collection from the Manufacturer's warehouse on its own, after informing the Manufacturer in advance.
11. In the event of non-collection within 30 days, justified and documented storage costs may be charged to the Warrantee.

### Article 3 Warranty liability exclusions

1. Defects caused by fortuitous events and natural disasters.
  - a. A fortuitous event referred to in Article 3, section 1, is an event, a force majeure, caused by internal or external factors, the consequences of which cannot be prevented.
  - b. A natural disaster referred to in Article 3, section 1 is an extreme natural phenomenon causing significant damage to the area affected, leaving behind an often altered image of the earth's surface. It also causes high losses to the human economy, can alter the state of nature and even endanger human life.
2. The warranty shall not cover:
  - a. Natural wear and tear of the product during use, e.g. worn plastic pedal insert, scratches on the cover or body, etc.
  - b. Purchase of a defective product at a reduced price.
  - c. Product installed in public areas and used for purposes other than individual use.
  - d. Defects and changes in appearance resulting from installation not in accordance with the manual and not in conformity with the intended purpose, including the use of inappropriate equipment or materials.
  - e. Mechanical, thermal, chemical and any other damage caused by an act or omission of the user. (not in accordance with the manual)
  - f. Damage to the item as a result of natural wear and tear caused by the use of the item in the course of its correct operation, including damage to paint coating layers.
  - g. Damage resulting from modifications or structural alterations introduced by a third party.
  - h. The warranty shall not cover faults and defects which are not due to a product defect.
  - i. Changes to the degree of gloss and colour shades due to the impact of weather conditions on the products mentioned in Article 1, section 3.
  - j. Differences in shade depending on production series.
  - k. Damage caused by improper installation or operation, damage caused by the user due to improper storage, transport. (not in accordance with the manual)
  - l. Cleaning and periodic maintenance activities provided for in the manual which the product user shall be obliged to carry out on its own and at its own expense.

### Article 4 Unregulated matters

1. In matters not regulated by this warranty, provisions of the Civil Code on general principles shall apply.
2. This warranty shall supersede all other warranties, express or implied, including, but not limited to, the warranty of merchantability and the warranty of the product's fitness for a particular purpose.



**WARRANTY CARD**

**ALDA Poland Sp. z o.o.**  
**Dębowa Góra 27**  
**41-260 Sławków**  
email: [reklamacje@alda.com.pl](mailto:reklamacje@alda.com.pl)

Order No.:  
.....  
Purchase document No.:  
.....  
Product code:  
.....  
Production batch:  
.....  
Date of sale:  
..... day..... month ..... year

Buyer's full name:  
.....  
Mailing address:  
.....

Buyer's signature  
.....

To be filled by the Manufacturer

I accept/do not accept the warranty:  
Justification:  
.....  
.....  
.....  
.....

Signature of the authorised person:  
.....

Manufacturer's stamp

**ALDA Poland Sp. z o.o.**  
**ul. Melioracyjna 6**  
**57-200 Ząbkowice Śląskie**  
**NIP: 8871820615**  
**KRS: 0000889071**

**Manufacturing plant:**  
**ul. Dębowa Góra 27**  
**41-260 Sławków**  
**[biuro@alda.company](mailto:biuro@alda.company)**  
**[www.alda.company](http://www.alda.company)**

**Registered in the District Court for**  
**Wrocław-Fabryczna**  
**9th Commercial Division of the**  
**National Court Register**  
**Share capital:**  
**PLN 396,000 PLN**

