



Complaints/Warranty conditions

- 1) All complaints should be submitted in writing to the address of the company's registered office or electronically to the following address: reklamacje@drabest.pl under pain of invalidity.
- 2) The complaint should contain at least:
 - a) proof of purchase
 - b) precise information on what goods are being claimed
 - c) description of the cause of the complaint
 - d) other attachments that may speed up the complaint process (e.g. photos)
- 3) Complaints under the warranty will be dealt with within the time limit provided for in the Consumer Act and the Civil Code.
- 4) Complaints under the warranty will be processed within 30 days of receipt.
- 5) Complaints for damage in delivery will only be accepted on the condition that a claim report duly completed and signed by the courier, written down at the time of delivery, is provided.
- 6) For the goods offered, Drabest provides the Buyer with a warranty for a period of 24 months from the date of issue of the sales invoice, unless a different period is specified in the offer or a separate agreement between the Parties.
- 7) The warranty is limited only to manufacturing errors and defects in the material.
- 8) The warranty does not cover:
 - a) goods in which alterations or self-repairs were made without the written consent of Drabest;
 - b) the effects of the use of spare parts or auxiliary equipment that are not original Drabest parts;
 - c) minor deviations that do not adversely affect the performance, safety or value of the product;
 - d) effects of weather anomalies.
- 9) The warranty only covers goods used in accordance with the intended use, the assembly and use instructions enclosed by Drabest of each product.
- 10) Drabest is not responsible for:
 - a) the effects of improper assembly/disassembly and use of the supplied products, including those performed by unauthorized and/or untrained persons in accordance with the regulations in force at the place of use.
 - b) damage to the product and damage caused by its mechanical damage not directly resulting from the intended and instructions for use of the product, including due to excessive loading, improper storage or improper maintenance.
 - c) damage to the product and damage caused by wear resulting from the intended use of the product or other natural wear and tear.



- 11) In the event of recognition of the complaint, the decision regarding the repair, replacement of the product or the refund remains with Drabest. The listed items remain the property of Drabest.
- 12) Claims other than the right to have the product repaired or replaced with a defect-free product are not covered by the warranty.
- 13) Any visible defects in the goods should be reported directly to Drabest's address no later than 24 months from the date of purchase. After this deadline, Drabest's liability for quality defects in the product expires.
- 14) When considering complaints, their validity is assessed taking into account the applicable technical standards and the product parameters declared by Drabest.
- 15) In the event that it is agreed with Drabest that the complained goods must be delivered to/from the Drabest repair centre, the transport costs shall be borne by Drabest. Otherwise, the costs of transporting the complained goods are charged to the Distributor.