

## Guarantee conditions

### 1. Guarantee periods.

a) The quality guarantee for good work of the equipment is provided by AMICA Wronki S.A., hereinafter called Warranty for 24 months counted from the day of the purchase.

b) The quality guarantee for good work of the overpriced equipment is provided by AMICA Wronki S.A., hereinafter called Warranty for 6 months counted from the day of the purchase. This warranty refers only to functional features of the equipment.

2. Warranty card is not valid unless there is a date of purchase on it confirmed by a stamp of the retail outlet and a clear signature of a shop assistant. Moreover, the card is not valid without buyer's signature and if there are deletions and corrections made by unauthorized people. The warranty card is valid only with a purchase receipt

3. Subject to the resolutions expressed in the next sentence, gas, electric and gas-electric cookers must be connected to gas and electric installations only by authorized fitters who possess permissions required by law. They have to fill clearly and put their signatures on certificates confirming connection of the devices. "Prometeusz" gas cookers must be connected, without any exceptions, to the gas installation by an employee of an authorized service point of the guarantor, who has to fill certificate of a device connection. The installation of the devices mentioned above are at users' expense. If the above conditions are not fulfilled, the warranty expires and complaints will not be considered.

4. In case of small freestanding appliances ( e.g. microwaves, vacuum cleaners ) the condition of accepting a complaint is keeping the original, not damaged packaging ( together with filling up

5. The Guarantor provides free repair if defects appear during the period of guarantee. The defects have to be defined in this warranty and the cause of the defects has to be in the product itself. The warranty takes effect only in the area of Republic of Poland.

6. The Guarantor ensures that the complaint will be considered within 14 working days counted from the day of lodging the complaint and providing the device. In special cases the complaint will be considered within 30 working days counted from the day of lodging the complaint and providing the device. Small, freestanding appliances have to be delivered by a customer to a place indicated by the Service Centre.

7. The defects noticed during the guarantee period have to be reported to the Service Centre, telephone no. 801-801-800 or 67-25-46-500 immediately, i.e. not later than 14 days after revealing them, with the proviso that reporting of the defect must take place during the period of guarantee indicated in par.1. The Service Centre is open from Monday to Friday, from 8 to 16.

8. For the repairs under the warranty the manufacturer provides :

a) 3 month guarantee for a repair without spare part replacement,

b) 6 month guarantee for a repair with spare part replacement

Guarantee for a repair and a replaced part cannot expire before the end of the main guarantee

defined in points 1a and 1b.

9. The main guarantee defined in points 1a and 1b is prolonged each time by the period when the buyer could not use the device ( i.e. by the time counted from reporting a defect to its repair ).

10. A buyer has a right to demand a replacement of a device with a new one, free of defects when during the time of the guarantee defined in point 1 there appears a defect in the device, which according to the statement of a person representing the Guarantor ( the Service Centre) , cannot be removed. The exchange for a new, free of defects device is performed by a shop where the device was bought. The resolutions of par.8 are applied respectively. In case of an overpriced product a user has no right to have the device replaced.

11. Interference in devices by persons not authorized by a Guarantor during the period of guarantee causes the loss of guarantee rights.

12. The guarantee does not include:

a) activities provided in the manual , which have to be made by users themselves at their own expenses ( installation and connection of appliances, maintaining, replacement of connecting wires) device regulation ( setting of economical flames of burners, exchange of nozzles ) and periodical exchange of accessories ( e.g. bulbs, seals, filters, connecting hoses)

b) defects caused by inappropriate transport, bad usage inconsistent with manuals, neglect as well as some dirt or items which have got through the appliances.

c)mechanical, thermal and chemical damages caused by external forces ( lightning, surges ) as well as corrosion .

d) elements made of glass, plastic and all kinds of discoloration, chipping and dents

13. In the case of clear groundlessness of a complaint (e.g. a lack of defect, incorrect usage, defect not included in the guarantee) the Guarantor refuses to repair/ replace the device within the Warranty, justifying their decision. If the buyer sustains the complaints and statements about the legitimacy of their claims the Guarantor – if the user accepts a paid and out of guarantee character of a service, will send an employee of the service to verify the complaint/ provide out of guarantee repair.

14. Other possible claims than the following are excluded

a) the right to demand to eliminate a defect according to this guarantee conditions

b) the right to replacement if the conditions of par.10 of guarantee conditions are fulfilled

15. Exploitation.

a) The products of Amica Wronki S.A. are destined to be used only in individual households. If the appliances are used for other purposes the guarantee expires, subject to point b).

b) Amica S.A. provides another 12 month guarantee for functioning of the products, counted from the day of the purchase, if the products are used for other purposes than the ones defined in point a), but still in the way which is not very different from using them in individual households. The guarantee,

which is here discussed, does not apply to products directly used in the course of production or where services are provided or when the appliances can be used by anybody. This guarantee does not concern especially appliances used for making meals in gastronomy , in direct providing services or production as well as in students' hostels, dormitories, canteens etc. The guarantee applies to the appliances used in offices of other companies.

16. This guarantee does not exclude, restrict or sustain buyer's rights caused by inconsistency of the consumer goods with the agreement – resulting from the bill of July 27<sup>th</sup> 2002, about special conditions of consumer sale and changes in the Civil Code.

17. I hereby agree to have my personal data processed in the data base, whose administrator is Amica Wronki SA with the seat in Wronki, 52 Mickiewicza street. The personal data will be processed for service and marketing purposes of Amica products. The person, who shares the personal information, has the right of access to the contents of their data and their correction. Sharing the personal data is optional. Personal data processing is done according to the Act of Protection of Personal Data of August 29<sup>th</sup>, 1997 (The Journal of Laws of 2002, no 101, item 926, consolidated text).