



**CERRAD Ltd.**

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Warranty card

Dear Customer,

Thank you for purchasing Cerrad Sp. z o.o. products. Cerrad Sp. z o.o. products have all certificates, approvals and conformity marks required by the valid legal regulations. The manufacturer guarantees high quality of the sold products and maintaining technical and functional parameters specified in PN EN 14411 Appendix G and H.

**Cerrad Sp. z o.o. with the registered office in Starachowice, at ul. Radomska 49 B, grants the customer a warranty on the offered products.**

**The warranty is granted for the period of 6 years from the date of purchase of tiles. (details at [www.cerrad.pl/us/tiles/warranty/](http://www.cerrad.pl/us/tiles/warranty/))**

**The warranty is granted only on the 1st class products and shall cover product faults.**

**The warranty shall cover only the products installed in accordance with their purpose, by qualified persons, with respect for construction engineering rules. Before installation, check the surface of each tile, colour and dimensions by comparing tiles from different packages. After installation, any claims in this scope shall not be accepted.**

**The warranty does not cover any faults resulting from improper use, improper maintenance, mechanical damage or random events.**

#### WARRANTY CONDITIONS

- The warranty conditions conform to the valid Polish legal regulations, in particular the Act of 23 April 1964, Civil Code, Journal of Laws No. 16, item 93, as amended (in particular Art. 577 to 581) and the Act of 30 May 2014 concerning consumer rights, Journal of Laws of 2014 No. 827.
- Complaints shall be submitted at the point of purchase.
- Complaints shall be examined under the warranty if the Customer provides:
  - the warranty card, filled in correctly,
  - the invoice with the date of purchase,
  - a written warranty claim with the description of faults and indicating the method of installation (if applicable),
  - other documents indicating the costs of installation incurred as well as the costs of purchase of required materials, allowing to determine the manufacturer of adhesive or mortar used for installation, and also indicating the person who performed the product installation,
  - provide the product complained about to an authorised representative of CERRAD Sp. z o.o. (under the pain of losing the warranty rights).
- The warranty liability shall cover only the faults occurring due to defects existing within the sold product.
- Products shall not be considered faulty if the defects particularly result from:
  - improper installation and use,
  - using the products contrary to their intended use,
  - mechanical damage,
  - storage of products,
  - damage occurring as a result of random events.
- The warranty right shall expire if the manufacturer's recommendations included in the Warranty Card are not respected.
- If the complaint is accepted, the manufacturer shall provide products that are free of faults or pay compensation within 30 days from the date of complaint acceptance.

This guarantee on sold goods shall not exclude, limit or suspend the Customer warranty rights (applies to individuals who purchase the products for purposes not related with their professional or business activity).

#### WARRANTY CARD

NUMBER: .....

INVOICE NUMBER: .....

DATE OF PURCHASE: .....

PRODUCT SPECIFICATION: .....



.....  
SIGNATURE OF THE SELLER

I HEREBY CONFIRM THE RECEIPT OF THE PRODUCT IN ORIGINAL PACKAGING AND ACKNOWLEDGE THE WARRANTY TERMS AND CONDITIONS.

.....  
BUYER'S SIGNATURE