

WARRANTY CARD

I. General Terms Of Warranty

The subject of the warranty are devices that were purchased in the company Müller Jelcz-Laskowice Sp. z o.o. to which an invoice has been issued. The warranty granted by the Guarantor covers only the liability for manufacturing defects caused by the causes inherent in the item sold. Factory defects are considered to be such defects that cause that the device does not fulfill its functions resulting from its design and purpose.

Colour shades of devices may be slightly different from those on the offered pallet (RAL), which does not entitle the customer to a warranty claim.

The occurrence of iron oxide deposits on the parts of metal assembly elements (bolts, nuts, etc.) is natural, and in the case of stainless steel parts - in the joints of elements, on welds, etc. and patina on hot-dip galvanized elements.

Procedure for Submission and Consideration

The condition for considering the complaint is its submission using the Complaint Form located on the website www.muller.com.pl in the tab "SERVICE COMPLAINTS REVIEW", in which you must provide the invoice number and attach a scan of the Warranty Card and photos of the damaged device. Reported complaints, which will not be complete, will not be considered, they also do not stop the course of the guarantee nor extend it.

If the complaint is accepted, the parties agree on the method and time of its implementation, taking into account production and logistic possibilities as well as weather conditions.

Warranty period (counted from the moment the equipment is picked up by the customer)

24 months - steel, concrete and plastic components,

12 months - wooden elements (boards),

6 months – replacement parts (this part does not extend the warranty period of the entire device).

II. This warranty DOES NOT cover defects caused by:

- incorrect assembly (incompatible with the manufacturer's assembly instructions),
- devastation,
- mechanical damage to devices during operation,
- a fire or other natural disaster,
- theft of equipment elements,
- natural cracking of wood, which is not a threat to the load-bearing capacity of wooden structures, which are a natural phenomenon resulting from processes occurring in the wood structure,
- wiping chain links and bushings in articulated parts, as well as wiping off other rubber or plastic parts which are subject to natural wear as a result of normal operation,
- UV radiation (discoloration of some elements),
- wiping paint in intensively used places (eg places of foot supports, frequent hand gripping places),
- natural phenomena related to the properties of materials and their use, described in point II.
- improper use and maintenance, in particular in breach of the conditions set out in point III.

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III. Maintenance and use

- devices are elements of equipment for playgrounds / recreational areas and should only be used for this purpose
- it is absolutely necessary to ensure that there are no stones or other hard objects on the surface of the stairs, landings, etc. that may damage them,
- you should avoid bringing onto the device or part of the ground or mud, and systematically remove other dirt (leaves, stones, papers, rubbish, needles etc.), the user / administrator of the facility is obliged to maintain current care of devices,
- in the case of soil contamination of the equipment with earth, sand or mud, it should be cleaned with a strong stream of water, larger garbage can be removed by hand or with a brush,
- it is absolutely necessary to prevent dirt, which can damage them (eg sand, earth) from getting into the mechanical devices (bearings, joints, etc.),
- in the case of wooden elements, it is necessary to ensure in a special way that before the winter period they are protected against weather conditions and after winter, check their condition and carry out appropriate maintenance in the case of damaged surfaces.

IV. Void the warranty

The guarantee expires before the specified date if:

- the devices will be used contrary to their intended use,
- the equipment will not be maintained or repaired with spare parts of the manufacturer or recommended by him,
- when the device is repaired by itself, it will be modified by the Client / User / Administrator of the facility

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Company's stamp

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Date, signature and stamp of the
Guarantor's Representative