

WARRANTY CARD

SOLAR POWERED LED FLAGPOLE LIGHT

AGRA Producent Masztów Flagowych, with its registered office at ul. Kolejowa 3, 95-082 Dobroń, Poland, hereinafter referred to as the Warrantor, hereby issues to the Customer a warranty on Solar Powered LED Flagpole Light.

The Warrantor acknowledges that the Solar Powered LED Flagpole Light is free from defects in materials or workmanship. When used as intended, they will be properly operate for no shorter than the warranty period, save for the cases described further below.

1. The warranty period is:

- 12 months (Solar Powered LED Flagpole Light and batteries),

The warranty period starts on the date the merchandise is delivered to or collected by the Customer (delivery/collection report, VAT invoice).

2. The warranty does not include:

- defects caused by force majeure (such as hurricane, lightning, fire, flooding, mining damage, landslides, etc.).

- third-party actions (such as theft, devastation, mechanical damage, unintended use or incompliance with the instructions).

- Solar Powered LED Flagpole Light must not be used in ambient conditions that might compromise the structure, paint coating or electrical equipment of the LED luminaire (high humidity, high temperature, dust, air pollution by non-neutral chemicals, UV radiation, electromagnetic field, shocks and vibrations).

3. Complaint Procedure:

- The Warrantor is obliged to state its position on the Customer's complaint within 30 days of its filing. After this period the Customer's claims are deemed substantiated.

- The Warrantor undertakes to repair either defective components of the product or, if it turns out impracticable to repair them, the whole product. The Warrantor has fourteen working days from finding the complaint justified to remedy any defects (may be extended in the case of necessity to import the product).

- The Warrantor will inform the Customer in writing, by phone, by fax or by e-mail about when and how the defect will be remedied.

- The Customer is obliged to provide the Warrantor with access to its property within a period designated by the Warrantor.

4. The Customer forfeits its rights:

- When the Customer fails to notify the Warrantor of a defect within three days of finding it, either in writing, by fax or by e-mail to serwis@agra-dobron.pl, including attachment of the relevant proof of purchase (VAT invoice, purchase agreement) and a detailed description of the defect.

- When the Customer makes any repairs or alterations to the Solar Powered LED Flagpole Light without the Warrantor's consent.

Notes:

- The datasheet contains a detailed description of the product. Unless otherwise specified in the user manual, the LED/heritage luminaires are intended for operation in standard weather conditions (ambient temperature from -10°C to +25°C, pressure from 960 to 1050 hPa, humidity from 40 to 60%).

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