

WARRANTY CARD

Type AGW/AGN Composite Lighting Column

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 the composite lighting column of the AGW (root mounted) or AGN (flange plate mounted) type.

The Warrantor acknowledges that the composite lighting columns are free from defects in materials or workmanship. When they are 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:

- Ten years for the structural integrity of the composite lighting column tube.
- Five years for other components of the lighting column (flush door, bracket, base).

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

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.
- 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 techniczny@agra-dobron.pl or biuro@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 column without the Warrantor's consent.

5. Obligations of the Buyer:

The Buyer is obliged to inform the Manufacturer about the wind zone where the column is to be installed. The Warrantor should not be held liable for any damage to laws, pavements or any other toppings preventing unhindered installation or repairs of the lighting column (it is the Buyer's responsibility to prepare and safeguard the area around the column).

Notes:

- Every three months composite lighting columns are subject to regular inspection.
- Changing operating conditions (sunshine, dust, air pollution, rain, wind, electrostatic discharges) cause the column surface to lose its shine and colour freshness with time.
- Do not use any abrasive materials or highly alkaline or acidic cleaners.

Recommendations:

- Visually examine where the column connects to the base (traces of fatigue should be looked for right above the weld).
- Check that the screws anchoring the column foot to the precast concrete are securely fastened (concerns the AGN type).
- Ensure regular periodic maintenance of the composite column's outer surface by washing and waxing it.

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