



The Maxbelt Janusz Rak S.K.A. company grants warranty on pulleys and timing bars

#### GENERAL TERMS AND CONDITIONS OF WARRANTY

1. The Warranty covers physical defects of the product arising from the product itself, in particular, from poor workmanship, material defects, or structural defects. Maxbelt Janusz Rak S.K.A. grants warranty for 6 months from the date when the product is handed over to the buyer unless, due to the particular nature of use, the normal wear period of the product is shorter than the warranty period granted by Maxbelt Janusz Rak S.K.A.

2. Only written claims are processed if they include the description of the damage, photographs and if the faulty product together and a copy of the product purchase document are sent to the Maxbelt Janusz Rak S.K.A. headquarters for assessment.

3. The Warranty does not cover the defects caused by:

- improper selection of the product by the customer
- improper storage
- use of the product contrary to its intended purpose
- improper installation
- operation in a faulty device
- operation of the product contrary to the manufacturer's guidelines
- mechanical damage
- errors in processing/drawing documentation provided by the customer

4. The Buyer is granted the rights arising out of the warranty if the Buyer fully paid for the product and/or the service in the time determined in the purchase document.

5. No claim will be accepted if the product has been modified or repaired by service technicians other than the technicians from Maxbelt Janusz Rak S.K.A.

6. The Warranty issued by Maxbelt Janusz Rak S.K.A. covers only the first Buyer.

#### HOW CLAIMS ARE PROCESSED

1. The claim is processed within 14 days from the date of delivery of the faulty product.

2. In individual cases when a special test must be carried out, the date by which the claim is processed can be prolonged. Maxbelt Janusz Rak S.K.A. is obliged to inform the Buyer about this within 14 days from the date of accepting the claim.

3. In order to process the claim, Maxbelt Janusz Rak S.K.A. reserves the right to examine the operational conditions of the faulty product at the Buyer's.

#### **MAXBELT JANUSZ RAK S.K.A.**



4. When the claim is processed, Maxbelt Janusz Rak S.K.A. does not provide a substitute product unless otherwise agreed between the Buyer and Maxbelt Janusz Rak S.K.A. after the claim has been made. The Buyer does not have the right to repair the product on their own unless otherwise agreed in writing with Maxbelt Janusz Rak S.K.A.
5. If the claim is accepted, the Buyer has the right:
  - a) first, to have the product repaired (if the damage allows repair)
  - b) if the repair is not possible, to have the part replaced free of charge with a new part or to have a refund for the costs of the purchased product.
6. Maxbelt Janusz Rak S.K.A. reserves the right to choose how the claim is handled, as referred to in sections 5(a) and 5(b).
7. Maxbelt Janusz Rak S.K.A. is not held liable for any damage caused by the product from the moment it is handed over to the Buyer. Any damage, inconvenience or lost profits caused by the downtime of the equipment as a result of a justified claim are not compensated by Maxbelt Janusz Rak S.K.A.
8. The Buyer sends the product at their own cost. If the claim is justified, the Buyer is reimbursed for the shipment cost up to the limit of a standard shipment cost incurred by the Buyer.
9. All the provisions concerning the rights following from the warranty and statutory warranty arising from the law (if they can be excluded) or following from the earlier working practices or commercial rules which concern the quality of the products or their application in accordance with the intended purpose or referring to the conformity of the products with their description or samples hereby do not apply.

#### STORAGE

1. V-belt pulleys and timing bars must be stored in well-ventilated rooms and protected against humidity and corrosive substances.

18.01.2023, Bydgoszcz, Poland

#### **MAXBELT JANUSZ RAK S.K.A.**