

- Damage caused by liquids or moisture, e. g. a swollen board.
- For technological reasons, it is permissible for the occurrence of indentations, bumps and discolorations not exceeding 2 mm in diameter, in the quantity of 4 pieces. per 0,5m² visible from a vertical distance of 1 m in daylight.
- Mechanical damage resulting from improper installation, cleaning, use and transport, such as bruises, scratches, dents.

Note: If the transport of goods is provided by the Guarantor or on his order, the claim for mechanical damage will be considered legitimate upon presentation of a written damage protocol between the Supplier/Courier and the Customer on the day of receipt of the product.

- Faulty products which has been installed/used despite the noticed defect.
- Products that have been modified by the Customer himself.
- The difference occurring between the surface of the front and its edge, which is due to the technological process of producing fronts.
- Differences that exist between the purchased product and the sample with limited space.
- In case of elements smaller than 800 mm, a deflection of +/-2 mm is permissible, but in case of larger fronts, the company does not guarantee the stability of the element without using special tensioning elements available in wholesalers of furniture accessories.
- Dimensional complaints that fall within the limits specified in Table 1

Table 1: Dimensional tolerance limits

Name of tolerated value	Tolerance		
	High	Width	Thickness
Overall dimensions	+/- 1mm	+/- 1mm	+/- 0,5mm
Deviations from straightness	+/- 2mm	+/- 2mm	x
Corner angle	+/- 2 stopnie	+/- 2 stopnie	x
Drilling with precision	In length	In width	Depth
	+/- 0,5mm	+/- 0,5mm	+/- 0,5mm

6. Claim notification:

6.1 All complaints should be submitted in written or electronic form. Telephone complaints

¹ Terms of use and installation available at www.frontres.pl in the Customer Area -> Warranty and Complaints

² This rule shall not apply if other arrangements have been made between the Guarantor and the Customer

are not accepted.

6.2 In case of reporting the complaints directly to the Guarantor, please send the applications to the address: FRONTRES J. BIAŁEK I K. STĘPIEŃ sp. z o. o. sp. kom., with headquarters in Rzeszów, 35-322 Rzeszów, ul. Spichlerzowa 42, or to the e-mail address: biuro@frontres.pl or biuro3@frontres.pl or biuro2@frontres.pl²

6.3 The claims process will begin upon delivery:

- a) the purchase document (e.g. a scan of the document)
- b) a detailed description of the defect - filling in the form of a CLAIM PROTOCOL - Appendix No 1 to WG-P-01 available on the Guarantor's website www.frontres.pl²
- c) sending photos of the defect to the address indicated in point 6.2

6.4 Guarantor reserves the right to consider complaints on the basis of photos.

6.5 The complaint will be considered within 30 days from the date of delivery of the required data contained in point 6. 3.

6.6 If the complaint is considered legitimate, the Guarantor agrees to replace or repair the defective product free of charge within the shortest possible time, not exceeding 30 days from the date of complaint acceptance. Guarantor does not bear the costs associated with the replacement/ assembly/ disassembly of the advertised products.

6.7 In case of a complaint about a product, which at the date of the complaint does not exist in current offer. The customer is obliged to choose another product from the current offer.

6.8 Any disputes concerning the warranty terms and conditions between the Guarantor and the Customer will be settled by the court appropriate for the location of the Guarantor.

6.9 The Guarantor shall not be liable for failure to acquaint the Customer with the above document. The document is publicly available on the Guarantor's website at: www.frontres.pl.

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