

I General Terms

Provis d.o.o. (hereinafter referred to as the Manufacturer) undertakes a guarantee which, in addition to the legally prescribed, applies to its customers in accordance with the conditions set out in Article 1a.

For the purposes of this warranty, the customer is understood to mean any natural or legal person who has purchased a product from the Manufacturer in order to install it to themselves or to a third party.

Ia A receiving procedure of purchased goods

For the warranty conditions to be valid, on receipt of the product, as proof of proper delivery of the product, the purchaser is obliged to fill in and verify the following documentation: CMR, BOL, photographs, handover report from the assembly.

Upon receipt of the delivery, the purchaser is obliged to provide incoming delivery control:

1. Every and the least damage (packaging, product ...) should be noted on the CMR / BOL;
2. The purchaser is obliged to open the boxes and check one or more pieces/parts of the product by sample control while the courier/transporter is on the spot;
3. The purchaser is obliged to sign CMR / BOL in the presence of the courier/transporter;

In case of detected damage:

1. Accept and sign CMR / BOL "Damaged". In this case, you are not responsible for any damage caused;
2. Take photos of the damage to run a complaint log;
3. Notify the Manufacturer of any damage of the product/packaging;
4. Save a copy of CMR / BOL
5. Save damaged products or packaging

All observed damage must be recorded on one of the documents (CMR or BOL) otherwise the complaint cannot be accepted.

II Commencement and extension of the warranty period

The Manufacturer guarantees that the product, in compliance with the instructions for its installation and use, i.e. recognized technological rules, will function properly within the warranty period specified below. This includes (but is not limited to) the fact that the technological conditions for proper installation of the product following applicable standards or regulations of the profession are met.

The warranty period starts from the date of receipt of the delivery of the product or signing of the handover report (CMR, BOL, handover report from the assembly) after receipt of the product or after installation of the product performed by the Manufacturer.

The warranty is valid only for products of the Manufacturer. The warranty on components installed in the product that are not manufactured by the Manufacturer will be recognized/transferred to the manufacturer of these components following the warranty conditions for the above mentioned.

The warranty does not apply to the structural elements of the building that are not integral parts of the product (foundations, anchor plates, facades, etc.) that serve as fixing positions of the product and to product damage caused by damage, malfunctions, or fractures of these elements.

The manufacturer undertakes to provide the necessary spare parts for product service for at least two years from the date of sale of the product.

III Complaint report

The purchaser may exercise his rights under this warranty by submitting a written notice - Complaint Report - to the Manufacturer of defects identified during the warranty period.

Another prerequisite is that the end-user reports the defects within two months of recognizing it or should have recognized it.

The complaint report must be submitted to the Manufacturer within the warranty period by e-mail, fax, or mail with a copy of the invoice for the delivered product, a detailed description of the defect, photo documentation, and the location where the product is installed.

The requirement for acting on the customer's complaint report for the elimination of defects within the warranty period is the settlement of all due obligations on the invoices issued by the Manufacturer.

IV Warranty services

Unless otherwise is explicitly agreed in written form, the Manufacturer reserves the right to respond to the complaint report with some of the possible solutions:

1. by the request that the subject of the complaint is delivered to the service
2. by offering financial compensation in the form of a refund or reduction of the invoice amount
3. by offering to replace the product with a new one.

The Manufacturer reserves the right to submit the returned product for inspection to an authorized and certified laboratory. If such examination determines that the complaint is unjustified, the purchaser is provided with evidence supporting this finding and the Manufacturer is entitled to reimbursement of costs of inspection and service of the complained product, or the value of the delivered replacement product and delivery costs.

If the justification of the complaint is determined by the inspection, the purchaser is entitled to reimbursement of the costs of delivery of the product for service.

The Manufacturer is responsible for the proper condition of the product until the assembly process.

In case of product malfunction caused by the Manufacturer's fault, the purchaser is not entitled to compensation of an amount higher than the invoice amount for the delivered product.

V Warranty termination and warranty exclusion

The warranty obligation ceases:

- if the product is mechanically damaged after receiving the product,
- if the product has been serviced by an unauthorized person, or if non-original parts have been installed in the product,
- if the purchaser or end-user has handled the product unprofessionally or carelessly (inadequate maintenance, careless transport, inadequate environmental conditions, etc.)
- due to incorrect connection to the power source, damage caused by overvoltage, leakage of batteries, etc.
- due to failures caused by force majeure

The warranty does not apply to damage caused by weather conditions (corrosion or patination of metal parts, discoloration due to UV radiation, etc.) as well as extreme weather conditions, regardless of whether the competent institutions have declared a natural disaster.

VI Warranty period

Unless otherwise is explicitly agreed in writing, the Manufacturer in compliance with the warranty conditions for the delivered products provides a warranty within:

- Aluminum products.....10 years
- Steel products.....5 years
- Surface coating on metal or plastic.....5 years
- LED systems (consisting of LED; boards; cables; power supply).....3 years
- Plastics; ACM, glass (including printed).....5 years
- Vinyl / cloths (including printed).....3 years
- Other products / services.....3 years