

# TERMS AND CONDITIONS OF THE 10-YEAR LECHAR WARRANTY, FOR GAS AND WATER FLEXIBLE CONNECTION HOSES

## I. TYPES OF GUARANTEES

1. The guarantee applies to: the material guarantee for LECHAR water hoses (Flexo-ExDrop), LECHAR tap hoses (Flexo-ExTap), WC cistern hoses (Flexo-ExFlush), Flexo-Tube corrugated pipe and Flexo-Gas and Flexo-ExGas gas hoses, made of stainless steel.
2. The warranty covers the replacement of the product. In order to take advantage of the warranty, the customer must deliver the defective product, at his own expense, to the company's headquarters at 6 Modularna Street, Warsaw, Poland.

## II. WARRANTY PERIOD

1. The guarantee is provided for:
  - a. a stainless steel hose for a period of 10 years from the date of manufacture of the hose. The date of manufacture shall be marked on the hose or the hose nut;
  - b. other, original components of the above-mentioned connection hoses, made of stainless steel or brass, for a period of 10 years from the date of manufacture of the connection hose. The date of manufacture is marked on the hose nut.
2. The guarantee is given for hoses purchased at LECHAR from 09.05.2016 until further notice.

## III. WARRANTY TERMS AND CONDITIONS


1. The guarantee is valid when:
  - a. the hose has been installed in accordance with its installation instructions;
  - b. the connection has been used in accordance with its intended use, as described in the product data sheet, available at [www.lechar.com.pl](http://www.lechar.com.pl);
  - c. the hose is installed in a suitable room, i.e. protected from harmful atmospheric influences such as frost, sunlight and rainfall, and in a suitable place, which protects the hose from excessive, repeated bending;
  - d. within 30 days from the date of purchase, the warranty card has been properly completed and signed (at the request of the purchaser) by the person selling the LECHAR hoses.

## IV. IMPLEMENTATION OF HOSE REPLACEMENT

1. Replacement will be made within a maximum of 14 working days from the date of a properly submitted claim with delivery by the customer:
  - a. a defective product;
  - b. proof of purchase of the product at LECHAR, signed by a LECHAR employee;
  - c. properly completed LECHAR claim form, available at [www.lechar.com.pl](http://www.lechar.com.pl);

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DISTRRICT COURT FOR WARSAW CAPITAL CITY  
13TH COMMERCIAL DIVISION

**TIN** PL5210120084  
**REGON** 012113634

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[WWW.LECHAR.COM.PL](http://WWW.LECHAR.COM.PL)

- d. a completed, by the seller, warranty card and proof of purchase of the complained hose, from the seller.

The complaint procedure may be initiated by LECHAR only after LECHAR has received all the documents listed in Section IV.1. subsection a-d.

#### **V. CONNECTION HOSE DEFECTS AND INCORRECT INSTALLATION, NOT COVERED BY THE WARRANTY:**

1. The warranty does not cover:
  - a. gaskets or other components made of plastic or rubber;
  - b. mechanical damage to the product caused by the user, use inconsistent with the data sheet, consequences of improper storage and improper installation of the hose;
  - c. damage, where the quality of the working medium does not meet the conditions posted in: Ordinance of the Minister of Health dated 13.11.2015 and standard PN-EN 12952-12 for faucet connection pipes and water pipes, and standard PN-C-04753:2011 for gas hoses.
  - d. operating activities that the buyer is required to perform on his own and at his own expense, and which are detailed in the operating instructions;
  - e. claims concerning the quality of the sold thing in terms of technical parameters, if they are consistent with the information provided by the manufacturer;
  - f. the consequences of the hose failure.

#### **VI. EXPIRATION OF WARRANTY**

1. The warranty expires when:
  - a. improper consumables were used;
  - b. repairs, alterations and structural changes were made, by unauthorized persons (other than those indicated by LECHAR);
  - c. the hose purchase document issued by the seller and/or the completed warranty card is lost/destroyed;


#### **VII. WARRANTY RIGHTS VS. STATUTORY WARRANTY RIGHTS**

The warranty does not exclude, limit or suspend the buyer's rights under the statutory warranty provisions for defects in the goods sold, if they are available to the buyer.

**Warsaw, 29.05.2020**

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