

TERMS AND CONDITIONS OF THE SIMAX® VOLUNTARY 10-YEAR GUARANTEE

GUARANTEE PROVIDER:	KAVALIERGLASS, a.s., SIMAX® brand
PRODUCT DEFINITION:	only products for which the guarantee is explicitly stated
GUARANTEE PERIOD:	10 years from the date of purchase by the consumer, unless otherwise stated
COVERAGE OF THE GUARANTEE:	functionality of the glass component
EXCLUSIONS:	mechanical damage, dropping, impact, improper use, use contrary to the instructions, thermal shock outside the conditions specified by the manufacturer, normal wear and tear, and any other exclusions specified by the manufacturer
FULFILMENT PROCEDURE:	submission via online contact form or e-mail, proof of purchase, a photograph of the product, a photograph of the defect, and a description of the defect or loss of functionality
FULFILMENT:	replacement with the same or a comparable product, or another reasonable solution if the product is no longer manufactured
STATUTORY RIGHTS UNAFFECTED:	this voluntary manufacturer's guarantee does not affect the consumer's statutory rights against the seller in respect of defective performance