1. The warranty provisions below apply to all products manufactured by Roca Pool-Spa Sp. z o.o., further referred to in these Warranty Terms and Conditions as the “Seller”.
2. The Seller warrants that the products were constructed and manufactured without defects and will operate faultlessly if used as the manufacturer’s instructions.
3. The warranty shall cover all manufacturing defects or failures during the warranty period that are attributable to the manufacturer, and shall result in free repair or replacement of parts, and if it is not possible – replacement of the entire device.
4. The Seller shall provide warranty to the Buyer for the following categories of products:

|  |  |  |
| --- | --- | --- |
| Product category | Product surface | Other elements |
|  |  |  |
| SPA products | 5 years | 2 years |
| composite products | 5 years | 2 years |
| solid surface products | 5 years | 2 years |
| acrylic products | 5 years | 2 years |
| hydro massage products | 5 years | 2 years |
| faucets | --- | 2 years |

1. The warranty period shall start on the date of product purchase indicated on the proof of purchase.
2. The external surface of the product should be inspected by the Buyer at the place of purchase (also if the product is in the original packaging). Any later complaints about external damage filed following product collection or assembly shall not be allowed.
3. Before you start assembling the product, you must inspect it for completeness and any visible damage. The Seller shall not be liable for damages caused as a result of installation of the product with a visible defect.
4. Any product defects and damages that you notice must be reported to the Point of Purchase within 7 days from their occurrence, otherwise the warranty shall be void. If it is not possible to contact the Point of Purchase, you must notify the Seller’s Service Department in writing, within the deadline indicated above.
5. Any damages to the product identified during the warranty period and not attributable to the Buyer shall be removed for free within 21 calendar days from the receipt of the damage report from the Buyer unless removal of the defect requires spare parts that may have a delivery time longer than 21 days for reasons not attributable to the Seller.
6. The Seller shall reserve its right to decide during defect removal whether parts of the product should be repaired or replaced with new parts. Defective (replaced) parts shall become the property of the Seller.
7. The product should be installed in a manner that enables convenient service access.

Convenient service access must enable removal (for repair or replacement) of the product without generating additional costs (of material or labour) related to the product or other interior or building components into which the product was permanently embedded. The Seller shall not cover the costs (of materials or labour) associated to the removal of the claimed product.

1. Costs of unjustified complaint, in particular the costs of transport and labour shall be calculated on the basis of the Seller’s price list applicable for maintenance service, inspections, examinations and expert opinions and shall be covered by the Buyer.
2. Warranty repairs shall not include activities performed normally during product use such as regular maintenance, decalcification, cleaning, which must be performed by the user at their own expense.
3. After the expiry of the warranty period, the Seller shall provide payable post-warranty service.
4. This warranty shall not exclude, limit or withhold the Buyer’s rights arising from non-conformity of the product with the agreement.
5. For hydro massage tubs, for the warranty to be valid, the tubs must be installed by an installer with electric qualification certificate.
6. The warranty shall not apply to products sold at a discount.
7. The Buyer’s warranty shall be voided if:
* non-original parts are used,
* the product is not used as intended
* additional devices are mounted on the product
* in the case of damage caused when making holes for faucets
* in the case of mechanical damage, e.g. strike, chipping, scratching (including fittings)
* damage caused by water impurity, scale deposits or lack of filters for mechanical impurities
* non-compliance with the rules for operation, handling and maintenance included in product manuals
* repairs or conversions performed by persons who were not authorised to do so by the Seller.
1. The Seller shall not be liable for any damages to individuals or assets that may be caused by any of the reasons referred to in item 18.

**For warranty claims, please contact:**

**Roca Pool - Spa Sp. z o.o.**

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