

WARRANTY CONDITIONS

1. The warranty covers winches with a valid warranty documents. The warranty is valid together with the proof of purchase.

2. The warranty is granted for the period of 24 months from the winch delivery date. The

delivery date is indicated on the warranty.

3. The guarantor undertakes to repair the factory defects of the winch found during the warranty period.

4. The warranty does not cover the winch defects occurring as a result of:

Repairs performed otherwise than by the guarantor, failure to comply with the principles of proper installation and operation described in the operation manual, storing the winch in improper conditions. neglect, lack of supervision, misuse, failure to follow winch handling principles, overloading the winch, random phenomena, such as: fire, electric discharge, flooding, operation of chemicals and force majeure circumstances and events.

5. The warranty does not cover mechanical operation defects such as:

enclosure damage, motor, gear and drum damage, caused by overloading the winch. The parameters winch, if exceeded, shall constitute winch overloading are specified in detail in the operation manual for the specified winch type.

6. The warranty does not cover enclosure elements and accessories which are subject to normal wear and tear during operation, such as: Scratching, persistent dirt, wearing the inscriptions, etc.

7. The winch rope, both steel rope and synthetic rope, is not covered by the warranty.

8. The warranty does not cover winches which the non-operational due to failure to assure proper maintenance.

9. The basis for considering the warranty claim is supplying the winch together with a valid warranty certificate, proof of purchase and complaint form, which should describe the defect and the circumstances in which it occurred as well as the type of vehicle in which the winch installed.

10. Contact the guarantor concerning the winch delivery at the specified address of the services, the guarantor shall cover the cost of transportation, as long as the winch is shipped through the courier indicated by the guarantor.

11. A defect reported during the warranty period shall be repaired by the guarantor at the guarantor's cost within 14 working days. The period shall commence on the first working day after the date of delivery to the service.

12. If the repair requires spare parts to be imported from abroad, the repair period may be extended to 60 days, to which the customer consents by using the service.

13. the customer is entitled to replacement of the winch into the new one if the guarantor finds the repair to be impossible. The winch shall be replaced with a new one, defect-free within not more than 30 days. If, in special cases (e.g. No such product non offer), the winch may not be replaced with the same type, the guarantor, on agreement with the customer, shall replace the winch into the winch of another type, with possibly the closest