

WARRANTY NO

Thank you for choosing the
HITZE Sp. z o.o. branded products
and for your trust in our company.

ID OF THE WARRANTY OBJECT

DATE AND A LEGIBLE SIGNATURE OF THE PERSON AUTHORISED TO ISSUE THE WARRANTY AND A STAMP OF A REPRESENTATIVE OF THE HITZE SP. Z O.O. WITH A REGISTERED OFFICE IN RADOM

The warranty issue date	Signature

DATE OF PURCHASE, LEGIBLE SIGNATURE AND STAMP OF THE SELLER, BEGINNING OF THE WARRANTY PERIOD

Date and a legible signature of the seller	Stamp of the seller

Date and a legible signature of the installer	Stamp of the installer

WARRANTY CARD



WARRANTY CONDITIONS – FIREPLACE INSERTS AND STOVES

GENERAL INFORMATION

Our Products are of top quality, produced according to the state-of-the-art knowledge and technology. Materials used in the production process were carefully selected, so Users can fully enjoy the final Products. Nevertheless, we would like to inform you that the installation process requires certain technical expertise, so we recommend that it is carried out by a person or a company with the relevant knowledge and skills.

§ 1 CONTRACTUAL WARRANTY

1. Products manufactured by HITZE Sp. z o.o. with a registered office in Radom are warranted for the period of 60 months from the date of purchase.
2. What constitutes the basis for exercising the rights resulting from the warranty is a Warranty document along with a purchase confirmation in the form of a receipt or an invoice.
3. The purchase should be confirmed in the Warranty with a date, the seller's legible signature, and with the stamp and signature of the installer.
4. The Manufacturer shall provide free warranty repair of the appliance should any manufacturing and/or workmanship defects from the manufacturing process arise.
5. During the warranty period HITZE Sp. z o.o. with a registered office in Radom shall replace a part recognised to be defective providing it is returned to the distributor. The producer's warranty allows for free shipment of the parts required to repair an appliance upon the Warranty Service approval.
6. Repairing or replacing a part of the Product shall not extend the warranty period.
7. Costs of shipping parts to the Warranty Service shall be incurred by the Buyer.

§ 2 DISCLAIMER OF THE WARRANTY, LIMITATIONS, AND CASES NOT INCLUDED UNDER WARRANTY

Our Products – stoves and fireplace inserts – are under warranty against any manufacturing and/or workmanship defects, however with limitations specified below:

1. Parts that are subject to wear and tear such as handles, grips, movable elements are not under warranty.
2. Moreover, the warranty does not cover cases of Products' misuse such as modifying Products by removing all or some of the seals, modifying air intake or fireplace insert construction, as well as other cases consisting in interfering in the Product fixture.
3. The Manufacturer shall not be liable for any failure or damage arising from an incorrect installation and misuse of the equipment, i.e. non-compliant with the Installation and Operation Manual as well as with legal regulations on installation and use of the Product.
4. The Warranty includes only the cases where installation of the Product was carried out by a specialised installer, i.e. one that has the required qualifications, knowledge, and experience.

§ 3 DISCLAIMER OF WARRANTY

Moreover, the warranty does not cover damage that arise from:

- using fuel other than the one recommended by the Seller or the producer,
- burning of coal waste, synthetic materials or petroleum derivatives,
- pouring water over the fireplace hearth,
- starting an intense fire in a non-preheated hearth,
- any mechanical damage,
- negligence in the use, including for instance failure to clean the Product on a regular basis,
- incorrect maintenance of the Product,
- incorrect or inadequate use of the Product,
- corrosion – fireplace inserts should be protected from moisture,
- incorrect chimney draft,
- defects caused by transportation or inadequate protection of the Product during transportation.

§ 4 LIMITED WARRANTY PERIOD

The following components:

- ash drawer elements,
- fire grate,
- seals

are warranted for the period of 12 months from the date of purchase of the Product.

§ 5 CONDITIONS FOR EXERCISING THE RIGHTS RESULTING FROM THE WARRANTY

5. The contractual Warranty applies to all the Products installed and used in compliance with the Installation and Operation Manual provided along with the Product at the purchase.
6. In order to exercise the rights resulting from the warranty it is required to submit a note to the Seller and to provide the purchase confirmation, i.e. a receipt or an invoice (original or a copy), along with the original Warranty. In order to submit a warranty claim, the Buyer needs to send a filled-in Warranty Form (available at the Seller's website) or a written warranty claim along with the Warranty (or, in case of an e-mail, its picture or scanned copy) and the purchase confirmation (a receipt or an invoice – respectively the original documents, copies, pictures, or scanned copies) in one of the following ways:
 - 1) via e-mail to: **serwis@hitze.company**, or
 - 2) submit those in person to the address: **HITZE Sp. z o.o. ul. Gdyńska 32, 26-600 Radom, Poland**, or
 - 3) submit those in writing to the address: **HITZE Sp. z o.o. ul. Gdyńska 32, 26-600 Radom, Poland**
3. A Warranty claim needs to include:
 - 1) Name and surname,
 - 2) postal address (as well as an e-mail address and a telephone number),
 - 3) an object of the warranty claim,
 - 4) a reason for the warranty claim,
 - 5) a signature.
4. What constitutes the basis for free warranty service repair is the Warranty. The Warranty without a date, stamps, signatures, as well as with modifications carried out by unauthorised persons shall become null and void.
5. A warranty claim is subject to verification by the producer's Service, which declares whether or not a defect is caused by the Buyer and/or if it is subject to the disclaimer specified in the Warranty. A Warranty claim will be examined within 14 days from the date of its receipt in writing, unless it transpires that full verification of the reported defects requires more than 14 days and then the Buyer shall receive a response no later than 30 days from the date of the warranty claim receipt. However, if a defect requires a significant amount of work and/or procurement of spare parts, the specified period may be extended and the Buyer shall be notified accordingly.
6. The rights of the Buyer resulting from the warranty expire immediately at the moment when the warranty period ends.

§ 6 OTHER PROVISIONS

1. Any damage arising from incorrect installation, misuse, or maintenance of the Product or any other reason not attributable to the Manufacturer can be repaired solely at the user's expense.
2. The Warranty does not exclude, limit or suspend the rights of the Buyer resulting from the Seller's liability for any manufacturing defects of the Product as specified in the Act of 23 April 1964 – Civil Code [Dz. U. [Journal of Laws], 1964, no. 16, item 93, as amended].
3. To all matters not settled herein provisions of the Civil Code shall apply.