



Article 10 – Compliance and warranty

1. The entrepreneur guarantees that the products and/or services fulfil the contract, the specifications stated in the offer, the reasonable requirements of reliability and/or usability and on the date of the conclusion of the agreement existing legal provision and/or Government regulations. If agreed the entrepreneur also states that the product is suitable for other than normal use.
2. A warranty by the entrepreneur, manufacturer or importer does not alter the legal rights and claims that the consumer can assert under the agreement with the entrepreneur.
3. Any defects or wrong products delivered must be reported in writing to the entrepreneur with X days/weeks after delivery. Return of the products must be made in the original packaging and new state.
4. The warranty period of the entrepreneur corresponds to the factory guarantee period. The entrepreneur is not responsible for the ultimate suitability of the products for each individual application by the consumer, nor for any advice regarding the use or application of the products.
5. The guarantee does not apply if:
 - The delivered goods have been repaired and/or modified by third parties and/or the consumer;
 - The delivered goods are exposed to unusual circumstances or otherwise treated carelessly or contrary to the instructions of the entrepreneur and/or on the packaging.
 - The inferiority in whole or in part is the result of rules that the Government has asked or will ask about the nature or quality of the materials used.