

# TERMS & CONDITIONS OF **GUARANTEE**

1. Clever Frame Sp. z o.o., the manufacturer of the HELO FORM® system, provides a 5-year guarantee on the structural elements of the system (1.1.). Complementary elements are covered by a 12-month guarantee period (1.2.). The manufacturer provides a guarantee for the products made by it, provided that they are used in accordance with their intended use and that the operating recommendations are observed.
  - 1.1. The structural elements are aluminium bodies of the system.
  - 1.2. Complementary elements include: filling panels, paint coating, hinges, slides, lighting systems, handles, worktops, storage systems (shelves, drawers, cabinets, boxes), handles and all kinds of accessories and decorative elements.
2. The guarantee period mentioned in item 1 covers technological defects revealed during the use of the HELO FORM® system, in particular: delamination, buckling and deformation not caused by the User, as well as cracks caused by stress or other defects in materials, not resulting from the use of excessive force or overload, and not resulting from improper use of the system.
3. Within the scope of the guarantee service, the User may request the repair or replacement of a defective structural element.
4. The guarantee does not apply to defects that result from improper use of the system or from negative external factors, such as:
  - 4.1. mechanical damage (e.g., cracks, scratches, abrasions or deflections caused by exceeding the recommended load),
  - 4.2. improper maintenance (e.g., use of strong chemicals or cleaning preparations not in accordance with their intended use),
  - 4.3. direct contact with fire or contact with a strongly heated object,
  - 4.4. damage caused by interference or modification of the system by the User,

- 4.5. defects caused by improper self-assembly (not in accordance with the instructions),
  - 4.6. damage caused by improper or careless transportation, handling, and random events,
  - 4.7. defects caused by flooding or permanent moisture from water or other liquids (especially elements made of HPL laminate).
5. The guarantee does not cover defects that do not reduce the quality and durability of the system, such as minor scratches or damage on parts that are not visible after the assembly.
6. The guarantee does not cover permissible differences in the texture and shade of the materials used, including differences in the graining of wooden fronts and those made of veneers that imitate wood.