

Guarantee conditions

ASMET Sp. z o.o. as the producer of exhaust systems gives 30 months guarantee on whole products in the catalogue. The guarantee period applies from sale date. The guarantee is valid if the customer has purchase proof.

Guarantee covers:

- wrong action of the product caused by material and production defects,
- defects that prevents product installation according to its destination,
- natural exploitation of product during guarantee period.

Guarantee doesn't cover:

- mechanical damages caused during exploitation,
- damages caused by improperly assembly or intervention in product construction,
- abnormalities that results from product misuse.

Complaints should be made in the sales department together with bill of sale (invoice, receipt). Seller, that reports the complaint, is obligated to deliver faulty product to the head office with after sales documentation or balance sheet (complaint form delivered by producer or recipient document) of complaint products with short description of each faulty item.

Investigating complaints based on photographic documentation are also allowed. However this kind of investigating complaints should be discussed with the producer.

Decision about complaint investigation should be delivered to the customer within 14 days from the date of income. The lack of information in the definite period, should be threaten as justified complaint . The product exchange will be fulfil in the period and in the way established with company. In the case of claim rejection, the customer will be informed in writing about the reasons.

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