

WARRANTY TERMS AND CONDITIONS

- 1) The warranty is granted from the date of purchase for the period of:
 - 12 months in the case of professional or comparable to professional use,The warranty period begins when the first user purchases the device, with the date on the original proof of purchase being decisive.
- 2) The warranty is only valid with a proof of purchase.
- 3) The rules and manner of performing the warranty repair are determined by the Guarantor.
- 4) The time to remedy the fault is 21 workingdays.
In the absence of parts, this time may be extended.
- 5) The warranty covers damage resulting from hidden manufacturing or material defects provided that:
 - the device has been operated in accordance with the operating instructions and intended use and properly maintained,
 - the accessories recommended by the manufacturer were used,
 - the device has not been disassembled or modified by unauthorized persons,
 - the nameplate with the device's serial number has not been destroyed (removed) or brought into a condition in which the nameplate or data included on it became illegible.
- 6) The warranty does not cover damage resulting from overloading the machine due to excessive and/or improper use.
- 7) The following defects of the device are not covered by the warranty:
 - caused by external ionizing radiation, magnetic field or resulting from mechanical injury, excess voltage, etc.;
 - caused by or resulting from its operation together with devices other than those recommended by the Guarantor in the manual, in the list of functionalities, etc.;
 - resulting from the influence of external chemical and thermal factors;
 - resulting from the use of the device contrary to the rules of equipment operation;
 - resulting from overvoltage in the electrical installation outside the device;
 - caused by flooding the device with any liquid or its contamination;
 - resulting from the use of chemicals for cleaning;
 - resulting from the operation of the device under extremely adverse conditions, e.g. high dustiness, dampness, low temperature etc.
- 8) The warranty does not cover fast-wearing parts and consumable materials such as:
fuses, seals, bulbs, oil, coolant, V-belts, etc.
- 9) The warranty does not cover clutches, brakes, electric motors and overload protection circuit if they have been damaged by overloading the device.
- 10) The connection to the power supply and the electrical installation of the device before the first start-up should be carried out by an electrician with the required qualifications.
- 11) The Guarantor requires the use of parts and consumables accepted by the manufacturer or factory service. Only oils, coolants and electrical cables as indicated in the DTR / operating instructions should be used for the machines. Failure to comply with the above conditions will result in loss of the warranty for the device.
- 12) The rights under the guarantee expire in the case of a delay of the Buyer in paying the amounts due to the Guarantor lasting more than 14 days.
- 13) In case of a complaint, please submit the form on the website <https://www.cormak.pl/> in the "SERVICE" section, describing in detail the defects or faults of the device. After submitting the complaint, the Guarantor will contact the user by e-mail or telephone to inform about the further procedure of complaint processing.
- 14) The cost of post-warranty service is EUR 60 net per hour of service technician's work (service technician's work time is calculated from the moment of his departure from the CORMAK premises) plus the travel cost which depends servicing location. (also calculated from the CORMAK Siedlce premises). The cost of post-warranty service at the company's premises is EUR 60 net per hour of service technician's work.
- 15) Unjustified call for warranty service will result in charging the reporting party with all costs resulting from the warranty procedure (1 hour of service technician's work: EUR 60 net plus the travel cost which depends servicing location.). In the case of the Door to Door warranty, these are the costs of shipping and equipment expertise.
- 16) A condition of the warranty, in the scope of all CNC machines and other machines with the value above EUR 20 000 net, is carrying out a paid service inspection of the machine every 12 months.