



Encho Enchev - ETE Ltd.

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WARRANTY

of concrete and metal products for park and garden furniture

Encho Enchev - ETE provides a 24-month warranty* for the purchased products, subject to the conditions described below.

This warranty is issued for the following products:

- Litter bin model 18
- Bench model 142

I. Warranty conditions:

1. The warranty period starts from the date of signing the Packing list (Packing list with declaration) and acceptance of the products by the customer.
2. In order for the warranty to be valid, you must have this warranty, as well as a payment document for the purchase - invoice or receipt and the Packing list (Packing list with declaration).
3. The manufacturer does not accept liability for defects resulting from negligence due to lack of good care, improper and unscrupulous operation by the customer or third parties.
4. Where the same materials for the repair of the product, which is made from, are not available, the manufacturer has the right to replace them with identical or similar in quality and color. In no case may the cost of the repair exceed the value of the product originally purchased.
5. If necessary, Encho Enchev - ETE offers out-of-warranty repair of all products manufactured by the company, the customer shall pay the service, and the company Encho Enchev - ETE, determines the value.
6. Replacement of any of the elements of the product with an element from another manufacturer leads to the complete cancellation of the product warranty.

* For the coatings of the wooden elements the company Encho Enchev - ETE provides a 12-month warranty.

II. The warranty covers:

1. Factory defects obtained during the manufacturing process, which lead to a malfunction of the product and impair the ability to use it as intended.
2. The overall strength of the structure, as well as the quality and integrity of the materials from which the product is made under normal use and loading, according to its characteristics, listed on the manufacturer's website.

3. In case of impossibility to repair the defective part, it will be replaced at the expense of the company, as the relevant defective part becomes the property of the company, at the expense of the replaced one.
4. Damages caused during the installation of the product only by employees of the company Encho Enchev - ETE, as the same is obliged to repair or replace the product at its discretion and at its own expense.

III. The warranty does NOT cover:

1. Damage to the product resulting from installation activities, prolonged and improper storage and storage of unauthorized repairs.
2. Damage to the product due to improper cleaning with chemical and abrasive preparations and materials. (* Instructions for proper maintenance and cleaning are described in the "Materials" section of the manufacturer's company website.).
3. Damage to the product because of its treatment with paints, varnishes and chemicals by the owner.
4. Damage to the product due to systemic exposure to moisture (increased humidity), by the use of irrigation systems.
5. Damage to the product because of the treatment with various chemical and physical methods on the surfaces and areas on which it is located, during the respective seasons.
6. Damage to the product caused by extreme weather conditions or natural disasters - fires, earthquakes, floods, etc.
7. Damage to the product due to improper and negligent operation and malicious actions - intentional scratching of the coatings, destruction of the integrity of the product and its construction, exposure to fire and extremely high temperatures. * Instructions for proper maintenance and cleaning are described in the "Materials" section of the manufacturer's company website.)
8. Damages to the product when an original purchase document is not presented with it and / or the signatures and stamps of both parties are missing.
9. Damage to the product caused by relocation, disassembly and reassembly.
10. Modification of the product - the use of additional parts and accessories that are not manufactured and delivered by the company and change its original appearance.
11. When the customer is not able to provide the necessary documents for filing a complaint.
12. For all concrete products are allowed pores with minimum dimensions (controlled pores), due to the nature of their production. Exceptions are the surfaces of products that are liable to further polishing and processing. This shall not be defined as a defect or damage, but is part of the characteristics of the product and therefore is not covered by the warranty.
13. Wood is a natural product and has its advantages and disadvantages. As a natural material, each board is not identical to the others and may have slight differences in the appearance of the liquid threads, the tonality and natural imperfections, despite the thermal and surface treatments. When the climatic conditions change, the wood structure changes - it increases or decreases its volume, causing cracks (due to the adhesion of the elements in (bamboo boards) or the appearance of small amounts of resin on the surface (in spruce boards). For these reasons, the appearance of cracks and small amounts of resin on the surface of the boards due to the natural characteristics of the wood (despite the technological treatments and the use of products with the best indicators by the company) are not considered damage to the product and are not covered by warranty.

14. Damage to the concrete, metal or wooden elements of the product because of their cleaning with a water jet.

* Cleaning of the products with a water jet is allowed only at a jet distance of not less than 60 cm.

IV. Complaint procedure:

1. The commercial warranty shall be presented to Encho Enchev - ETE LTD
2. Before submitting a complaint, the customer shall prepare the warranty, invoice (receipt) and dispatch order (protocol of delivery and acceptance) and to get acquainted with the warranty conditions.
3. The customer shall notify the manufacturer in writing by e-mail within 2 days after finding of the damage, together with attached photos of the damage to the products.
4. The representatives of the company Encho Enchev - ETE assess based on the sent photo material (if it is visible) or visit the site to assess and determine the type of damage (defect). According to the stated conditions, a statement of findings is issued, which determines whether the warranty covers the damage (defect).
5. If the warranty covers the damage (defect), repair or replacement of the damaged element shall be made, or replacement of the product at the discretion of the manufacturer within 30 (thirty) working days from the issue of the statement of findings.
6. Complaints are accepted on working days from 08:00 to 17:00 h.
7. All problems and transport defects arising from delivery by courier / forwarding shall be submitted by protocol upon receipt of the products. In all other cases, the customer shall bear the cost of eliminating the problem.
8. Complaints may not be filed in any other way than described in this warranty.

V. Additional information:

1. The conditions set out in this warranty are exceptional and may not be revoked, supplemented or modified by any natural or / or legal person.
2. Any attempt to falsify the warranty automatically cancels it.
3. The specifications of each product are specified in the product descriptions on the manufacturer's company website.
4. The company Encho Enchev - ETE shall not be liable for injuries to users of the products due to improper use or due to negligence on the part of the same.
5. In case of assembly by third parties, it does not cover damages caused by incorrect assembly and in case of non-compliance with the assembly instructions, specified in the assembly diagrams of the respective products.

Buyer: _____

Seller: _____

Manager: /Encho Enchev/



