

WARRANTY

1. The GRALmarine products (hereinafter "Products"), produced by Bartłomiej Grynda, in business under the name "GRAL Bartłomiej Grynda" (hereinafter "Manufacturer") are granted a guarantee of quality.
2. The exact conditions for providing the guarantee are regulated by the provisions of this warranty card.
3. Product warranty is granted for a period of 2 years (two years), counted from the date of purchase.
4. Date of purchase in case of shipping the goods to the buyer is calculated from the date of shipment containing the Product.
5. A complaint may include only Products that are in the content of the proof of purchase.
6. It is mandatory that the complaint has to be accompanied by:
 - 1) copy of the proof of purchase of the Product,
 - 2) filled „Reparation Form” (available on www.gralmarine.com, in tab „services”),
 - 3) Product (covered by notification of a complaint, not a part of it), properly packed and insured for transport (by proper packaging to be understood in particular: cardboard or other hard outer packaging and interior padding, in the form of newspaper, bubble wrap or similar material, tightly covering the Product and filling the inner package).
7. A complaint should be sent or delivered in person - within 14 days of finding the defect - to the following address:
GRALmarine Serwis, ul. Arendta Dickmana 53 A / 2, 81-109 Gdynia, Polska.
8. It is not permissible to use the Product after finding a defect.
9. The Manufacturer sends the Product back to the Buyer's address indicated on the „Reparation Form”.
10. The warranty does not cover the cost of packaging, shipping, insurance, and other costs related to the delivery of the Product to the Manufacturer.
11. The Product with defects cleared under warranty is sent back to the Buyer at the expense of the Manufacturer in the countries of the European Union only, with the exception of: Cyprus, the Balearic Islands, the Canary Islands, Mellila, Cetua, Gibraltar, Andorra, the Azores, Madeira, Malta, and Gozo.
12. Warranty covers defects arising from the Product. The warranty does not cover defects in the Product arisen due to mechanical damage, wear and tear, incorrect connection of the power supply, damages resulting from the use of the Product in accordance with the instructions, including surface usage, disassembly and self-repair.
13. In the case of the Manufacturer finding illegitimacy of filing in the complaint for the reasons mentioned in paragraph 8 and 12 of this warranty, the Manufacturer is authorized to refuse to perform a warranty service and to return the Product at the expense of the Buyer.
14. In the event of the complaint, Manufacturer shall repair or replace the Product.
15. The Manufacturer shall consider the complaint about the Product within 30 days from the date of receiving the complaint. In the case of special circumstances, this period may be extended by 15 days, the Manufacturer shall inform the Buyer of the above circumstances - at its option - by phone or e-mail.
16. The risk of accidental loss or damage to the Product during shipments to and from the manufacturer rests on Buyer.
17. The warranty does not exclude, limit or suspend the Buyer's rights under the incompatibility of consumer goods with the contract.