

GENERAL WARRANTY TERMS

I. GENERAL PROVISIONS

Definitions:

1. "Guarantor" – Cora Lighting Factory Sp. z o.o., with its registered office in Bytom 41-914, ul. Hakuby 18, entered into the Register of Entrepreneurs kept by the District Court Katowice - Wschód in Katowice, 8th Commercial Division of the National Court Register under number KRS: 0001007363, NIP: 6263053741, REGON: 524745941.
2. "Product covered by the warranty" (warranty item) – All products covered by the sales agreement, manufactured by the Guarantor. In case the sold products are not manufactured by the Guarantor, the warranty applies within the scope received from the seller or producer of those products. If the warranty applies to a set of products, and the warranty rights will apply only to part of that set, the "Product" shall be understood as that part of the set for warranty purposes.
3. "Warranty period" – For products manufactured by the Guarantor, the warranty is valid for up to 5 years from the date of sale. For other products not manufactured by the Guarantor, the warranty period is defined in the product's datasheet or the producer's general warranty terms.

II. WARRANTY CONDITIONS

1. The Guarantor declares that during the warranty period, the product will be free from physical and legal defects.
2. The Buyer or their authorized representative must report a warranty claim immediately by completing the required fields in the claim form available at www.cora.pl. Submission of the form automatically generates a claim ID number, which must be included in the remarks field of the shipping label for the courier or attached in printed form.
3. The product subject to the claim must be delivered by the Buyer in a complete and transport-secured condition.
4. The product can also be made available to the Guarantor at a location indicated by the Buyer. The justification for this must be entered in the description field of the claim form. If the Guarantor accepts this arrangement, they will promptly contact the Buyer to agree on the necessary steps to fulfill the warranty obligations.
5. The method of fulfilling the warranty obligations is at the discretion of the Guarantor.
6. The Guarantor is not liable for defects resulting from: - improper handling or use, - improper storage or transport, - force majeure or random events, - causes not attributable to the Guarantor, - self-repair, tampering, or design modifications.
7. Warranty repair of the claimed product will be carried out within 14 working days from the date of delivery to the Guarantor. In exceptional cases (e.g., necessary parts need to be ordered, or the product was made available on-site), the repair may take longer – the Buyer will be notified accordingly.
8. If the Guarantor deems the warranty claim unjustified, the Buyer shall bear all costs related to restoring the product to its original usability, including paid repair, return shipping, or disposal. The Buyer agrees to settle these costs based on a VAT invoice.
9. If the claim is accepted, the repaired product will be returned to the Buyer's address or another address specified in the claim form at the Guarantor's expense.



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10. The Guarantor does not cover any additional costs related to dismantling or reinstalling the product.
11. If replacement of the product is not possible or extremely difficult (e.g., product is discontinued), The Guarantor may refund the purchase price or replace it with a different model of equal or better properties, which may slightly differ in design or technical specifications.
12. The Guarantor reserves the right to propose a paid repair if the claim is found unjustified. The Buyer has 14 days to accept the repair or retrieve the product without repair. After this time, the product will be disposed of.
13. The Guarantor is not responsible for delays in fulfilling warranty obligations due to force majeure or other unforeseeable circumstances.
14. This warranty excludes the Buyer's rights under the statutory warranty.
15. In cases not regulated by this warranty, the provisions of the Polish Civil Code and the General Terms and Conditions of Cora Lighting Factory Sp. z o.o. apply.



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