
THE PERIOD, CONDITIONS AND THE SCOPE OF THE WARRANTY ON TENTS



MITKO Sp. z o.o.

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MITKO Sp. z o.o. is registered with the District Court in Gliwice, X Commercial Division of the National Court Register.
TIN: PL 6470509572 | CRO: 270708422 | NCR: 0000331770

Share capital in the amount of PLN 200 000,00 fully paid-up. The Company is represented by chairman Mr Michał Mitko.



1. Mitko Sp. z o.o. (further called as the Producer) declares that that the tent was produced with the highest care. If any defects were noticed, the Buyer should lodge a written form complaint to the Producer within the period of 7 days since the date of detection of the defects. If any lacks were noticed, the Buyer should lodge a written form complaint within the period of 14 days since the delivery date. Failure in the meeting of these deadlines results in the loss of the rights to claim on that. The writing complaint should include the exact description of a defect, information about the date of noticing the problem and several pictures for confirmation. The Producer will respond to the complaint within 7 days. In case of finding the complaint as valid, the Producer informs the Buyer how and when the product should be delivered. The product should be prepared to be picked up by shipping company and packed into the original case. The Producer is obligated to repair the defect within the period of 21 days. The period starts form the moment when the product is delivered to the Producer's warehouse or other early indicated place. The Producer informs the Buyer about the way and time of delivery of repaired product. To the standard warranty period the time of repair is added.
2. The Producer does not bear any responsibility for the assembly/disassembly inconsistent with the instruction manual.
3. The Producer provides a warranty to wind speed up to 14 m/s (50 Km/h) or up to 28 m/s (100 Km/h) depending on the frame version, tent size and method of anchoring, according to information in manuals.
4. The Producer grants following warranty periods:
 - aluminium frame in Octa Pro version: 60 months
 - aluminium frame in Premium version: 60 months
 - aluminium frame in Classic version: 36 months
 - steel frame: 12 months
 - fabric: 12 months (resistance to UV radiation in the woolen scale is 4-5)
 - other elements: 12 months
 - accessories: 12 months
 - sublimation printing: 36 months (resistance to UV radiation in the woolen scale is 6-7)
 - silk-screen printing: 24 months (resistance to UV radiation in the woolen scale is 6-7, damage resistance at temperature range, -10 up to 40 degrees centigrade)
5. Aluminium Premium frame in sizes 3 × 3 m, 3 × 4,5 m and 3 × 6 m heightened by maximum 50 cm are covered by 12-month manufacturer guarantee.
6. The warranty does not cover damages caused by the improper exploitation or damages following as an effect of the fortuitous events, such as fades caused because of excessive UV radiation, fire, hurricane or acts of the vandalism.
7. In unsettled matters with hereby provisions, are applied regulations of the Act from 27 July 2002 about specific conditions of the consumer sale and about the amendment to the Polish Civil Code (Dz.U. from 2002 r. No. 141, pos. 1176, from 2004 r. No. 96, pos. 959).

8. The Producer reserves the right to implement changes to above information.