Guarantee obligations

Kitelab

1. These warranty obligations are drawn up in accordance with the provisions of the Law of the Russian Federation "On the protection of consumer rights" and confirm the buyer's right to guarantee service of goods purchased in the seller's stores or in the stores of authorized dealers. These warranty obligations are an integral part of the retail sales contract and reflect its essential terms.

2. The seller guarantees that the goods sold will be free from defects in material and/or other manufacturing defects. In case of detection of these defects during the warranty period, the buyer has the right to carry out warranty service of the purchased product. Guarantee service includes the replacement or repair of equipment, as well as any other actions aimed at eliminating existing shortcomings.
The right to carry out work to eliminate defects may be transferred to third parties without the consent of the consumer, in part or in full, at the discretion of the seller.

3. The terms of these guarantee obligations apply only to the owner of the equipment. The warranty period is 180 days.

4. They are not a disadvantage or a reason for guarantee service:

   a) Scuffs and other natural wear on all equipment specified in the price list during operation.

   b) Mechanical damage caused by the owner of this equipment specified in the price list during operation.

   c) Destruction of equipment caused by another party, not related to the owner of this equipment.

   d) Technological features of the production of equipment that may cause discomfort to the owner of this equipment after receiving the order and its subsequent operation. The buyer has the right to request the technological features of the equipment manufacturing from the manufacturer and get the necessary information on his order.

5. The seller reserves the right to limit the scope of guarantee service or completely refuse to perform it in the event of defects due to:

   a) Normal (natural) wear and tear of the equipment.

   b) Negligent treatment, which led to the failure of the equipment.

   c) The spontaneous intervention of the owner leads to a change in its purpose, geometry and other characteristics by installing components that are not typical for this equipment, as well as dismantling the components provided for by the original design of the equipment.

6. The manufacturer has the right to provide assistance in guarantee service after the end of the warranty period. This process is considered individually with each client, and the situation can be resolved in the form of negotiations.

The buyer is warned that these warranty obligations come into force immediately after the moment the customer receives the order.