

GENERAL WARRANTY CONDITIONS

1. The Guarantor is Profi Vision B.V Company, based in Netherlands, address Boeingavenue 8, 1119PB Schiphol-Rijk, Netherlands KvK- 87527898, Btw- NL864320498B01 (hereinafter referred to as the Guarantor).

2. The Guarantor guarantees the compliance of the product with the declared technical and visual characteristics, subject to the conditions of storage and the rules of operation of the product, as well as the readiness to remove defects in the order caused by the fault of the Guarantor or to replace the part/material/component with a detected manufacturing defect.

3. The warranty on furniture is provided for a period of 2 years from the date of purchase. Hettich Ta Müller furniture

accessories are warranted for a period of 10 years from the date of purchase.

2. COMPLAINT PROCEDURE

1. The warranty complaint form should be submitted:

a. in person at the Profi Vision Office located at address Boeingavenue 8, 1119PB, Schiphol-Rijk,, or b. sends in the form of a scan to the e-mail address: office@profivision.nl

2. Upon receipt of the complaint, the Guarantor will, within 14 calendar days, refer to the validity of the complaint and determine the further course of action. If the complaint is considered legitimate, the Guarantor decides on the further course of action, which depends on the location of the damaged product and the type of defect.

3. Failure to provide photos or other evidence of the identified non-conformities of the Goods to the Agreement means that the Buyer has released the Guarantor from the warranty obligations and waived all warranty claims against the Guarantor.

4. The Guarantor shall repair the defects or replace the defective part/material/component free of charge within a maximum of 14 working days from the date of their notification by the buyer, in the case of non-substantial defects that can be repaired directly at the Buyer's premises if the replacement parts are available in the Seller's warehouse. In the case of material defects, a longer period may be granted for the removal of defects under the conditions specified in Article 5 of this Section.

5. The Guarantor reserves the right to extend the period for the removal of the defect, in case the replacement of the part/material/component involves materials that are difficult to access or special order. About which the Guarantor shall inform the Buyer in the response to the application, with the dates and justification for such extension.

6. If identical materials are not available at the time of repair, the Guarantor reserves the right to replace materials with others of the same quality and comparable qualities. In the case of design changes, the Guarantor will repair in accordance with the newer technology available at the time of repair. In case of withdrawal of a material/component, the Guarantor is obliged, after agreement with the Buyer, to replace the material with another of the same or higher quality and comparable price.

7. With respect to the part/material/component replaced with a defect-free or repaired one, the warranty period runs anew from the date of replacement or repair. The warranty period for other components and products shall not be extended.

8. The Guarantor is not obliged to provide the Buyer with a replacement product for the duration of warranty obligations.

9. The condition for recognition of a claim under this warranty is to comply with the rules of use and maintenance



of furniture products, which are attached to this warranty card.

10. The Guarantor shall not be liable for defects caused by a delay in notifying him of a defect, if the defect caused other defects (damage) that could have been avoided if the Guarantor had been notified of the defect in time.

11. The warranty card will be issued to the Buyer in electronic and/or paper form together with the product.

12. The warranty card is valid only together with the proof of purchase (e.g., receipt / invoice).

13. The Guarantor will be entitled to refuse to proceed with warranty obligations if the Buyer fails to show the contract issued by the Seller on the day of ordering the furniture, allowing to determine the origin of the product from the Guarantor and the warranty period.

14. The Guarantor shall not be liable for moral damages, material losses, lost earnings or any other form of lost profits incurred by the Buyer of the product in connection with a possible defect of the purchased product.

15. The cost of repairs not covered by the warranty, travel, as well as the inspection because of which it was found that there are no reported defects, shall be borne by the Buyer.

3. THE GUARANTEE DOES NOT COVER

1. Warranty obligations will not be fulfilled in the event of:

a. Defects caused by non-compliance with the general rules of operation and maintenance of warranted products and the specific rules of operation and maintenance of separate parts/material/components of warranted products (Paragraph 5 of the Warranty Card).

b. Mechanical damage caused by careless handling of the product outside the Guarantor's control, violation of precautions or unauthorized replacement of product components Traces of exposure to aggressive chemicals, their components and solutions, significant wetting.

d. Staining of the furniture with clothing or other dyes.

e. Use of the product contrary to its intended use.

f. Intentional damage.

g. Consequences of emergency situations (fire, flood, natural disasters, etc.).

h. In furniture sold as assembled, defects, damage and quantitative deficiencies of components and accessories visible at purchase.

i. Performance of repairs or changes to the furniture during the warranty period by a natural or legal person not authorized by the Guarantor.

j. Cracks and damage to glass elements of furniture found after receipt of furniture.

k. Changes in the surfaces of the furniture because of natural wear and tear, or occurring naturally as a result of the operation of the furniture (including but not limited to cleaning and care, exposure to sunlight, changes in internal temperature in the room, etc.).

l. The need to readjust doors and drawers due to the relocation of furniture to other locations in the room or outside the room.



m. Simple tasks that the Buyer can perform on his own, such as replacing a light bulb, removing dirt, etc.

n. Defects and damages that resulted in a reduction in the price of the product.

o. Prolonged exposure to ultraviolet radiation, temperature or high humidity.

4. GENERAL RULES OF OPERATION AND MAINTENANCE OF PRODUCTS UNDER WARRANTY

1. Furniture must be used in accordance with its design and intended use.

2. Furniture must be used indoors, dry and protected from the harmful effects of factors that can cause permanent damage, as well as direct sunlight. Climatic conditions for users of furniture are as follows: a. Relative humidity: from 40 to 60%,

- a. Relative numidity: from 40 to 60
- b. Temperature: from 5 to 50 °C.
- 3. Do not put the furniture near direct sources of heat.

4. The product must not be equipment in the sauna.

5. The paint coating must not be subjected to high temperatures, chemicals, such as: solvents, gasoline and cosmetics with strong effects (hair dyes, nail polish remover, etc.).

6. To ensure the proper operation of the drawers' cushioning and self-drawer systems and the cushioning of the fronts' closing, the drawers and fronts should be closed with low force. Closing drawers and fronts with too much force will result in limited operation of the mechanisms, and in the case of repeated such occurrences may cause damage to them.

7. Do not lean on the furniture doors or put the furniture doors under load.

8. Hot objects, especially dishes directly removed from the cooktop, must not be placed on the countertops (working plates). Always use a board or pad.

9. Do not load the furniture in a way that could cause mechanical damage.

10.Protect the furniture from water.

11. Furniture should be systematically cleaned and maintained with appropriate means, in accordance with the detailed rules of operation and maintenance of separate parts/material/component of the products covered by the warranty (Paragraph 5 of the Warranty Card).

12. Direct sunlight should be avoided.



5. DETAILED RULES FOR THE OPERATION AND MAINTENANCE OF SEPARATE PARTS/MATERIAL/COMPONENTS OF THE PRODUCTS COVERED BY THE WARRANTY HOUSING

HOUSING			
Type of product	Operating instructions	Warranty period	
Chipboard	The recommended operating environment should be dry and ventilated with a relative humidity of 35- 65%. Do not store flammable substances nearby. Avoid direct sunlight. For cleaning, it is best to choose a household detergent or mild detergents such as glass cleaners. Such products should not contain abrasive components, as this can reduce the shine or cause scratches. Cleaning intervals must be adapted to the field of application and degree of contamination. It is recommended to avoid spraying products directly on the surface, as this can leave stains and marks; instead, it is preferable to apply the detergent to a soft damp cloth, clean the surface and then rinse it. After using a damp cloth, the surface should be wiped dry with a absorbent microfiber cloth, clean cloths, or paper towels. Avoid using abrasives, bleaches, or products with high chlorine or acid content. Do not use scrapers and abrasives (for example, abrasive powders, metal scourers) for cleaning.	2 years	
	Do not use polishes, waxes, plastic lubricants or bleaches. Do not use cleaning products that contain saturated acids or salts of such acids, such as formic or sulfamic acid descalers, drain cleaners, hydrochloric acid, silver or oven cleaners. Residues of grease should be removed as soon as possible (no later than 48 hours), otherwise the surface may be damaged.		
MDF (acrylic surfaces)	 Do not wash the surface with large amounts of water and keep the surface dry at all times. The material melts at temperatures above 80 °C. Do not scrub the glossy surface with metal scrapers and brushes, as scratches may remain on it. Do not use abrasive or alcohol-based cleaning agents. Do not clean with powders containing acids, alkalis or chemical solvents. Prohibited cleaning agents: Products containing alcohol: methyl, ethyl, propyl, etc; Products with acetone and other solvents; Turpentine, nitroglycerin, synthetic resins; Abrasive materials: scrapers, knives, spatulas, brushes, soda, etc; Steam cleaner; Chlorine, ammonia, sodium, alkalis and acidic agents; Wax; Can be used: Delicate detergents, e.g. for washing windows (without ammonia) and dishes, soap solution, universal cleaning products that have a gentle effect. Don't forget wet wipes, shampoos and liquid soaps, shower gels, dishwashing detergents, glass cleaners and wax-free polishes (for shine). Soapy water and a soft cloth are used to remove dirt and dust from the surface of the acrylic facade. Soft microfibre fabric, flannel, soft lint-free cloth. Microfibre cloths capture and retain dust particles. For liquid delicate products, it is best to choose those with the words "for glossy surfaces" on the packaging.	2 years	



FACADES			
Type of product	Operating instructions	Warranty period	
Film	 Recommended operating temperature is 5-60°C and relative humidity is 40-60%; Avoid direct sunlight, as it may cause fading of the dye pigments and temperature distortion of the film; In order to avoid damage to the products as a result of high temperatures, it is necessary to leave a distance of at least 600 mm between the electric or gas stove and the furniture. For furniture facades under the gloss and glossy metallic film, it is undesirable to clean the surface (wipe) for at least 72 hours after removing the protective film, as the varnish must harden. Do not use lighting fixtures located at a distance of less than 100 mm from the surface of the products in furniture design. Avoid contact with temperatures above +60°C and avoid prolonged exposure to hot air (e.g. loosely closed oven, prolonged cooking with abundant hot steam without using a hood, heated stove for a long time, etc.), which may lead to melting, swelling or peeling of the film. Do not allow cooling below -20°C. Cooling below this temperature may cause cracking and peeling of the film. Avoid prolonged exposure to moisture to avoid bending of parts or swelling of the MDF board. To remove stains from the surface of furniture facades, you can use a mild soap solution or diluted ethyl alcohol, as well as products containing ethanol (window cleaners). The surface of the facade shall be wiped with microfibre with the recommended product, a melamine sponge, and then wiped dry. Do not use products for the care of furniture made of natural wood (wax, polish, etc.), as well as abrasive cleaners and any solvents. Avoid the presence of oxidising substances (bleaches, chlorine), strong alkalis (containing sodium hydroxide, ammonia) in the soap product. As an additional care, it is recommended to treat the surface with one of the antistatic agents to relieve static load. 	10 years	
Painted	 Not allowed: Exposing furniture facades to heat above +50°C (this can lead to deformation of the front cover). It is not allowed to cool the facades (parts) below -25°C (cracking of the paintwork may occur). Install lighting and heating appliances at a distance that does not ensure compliance with item 1 (at least 600 mm) from the furniture facades (heat from appliances can lead to excessive heating of the fornt part of the facades and, as a result, to deterioration of the appearance). It is recommended to use kitchen appliances according to the instructions. Switch on the hood when cooking. After finishing using the dishwasher and oven, do not leave them open until they have cooled down completely. Exposure of any parts of the furniture facades to moisture (this can lead to swelling of the facade base, peeling of the appearance). Prolonged exposure to direct sunlight (this can lead to discolouration of the facade cladding and deterioration of the appearance). Do not expose the front and end surfaces of the facades, you can use a melamine sponge (except for glossy surfaces) with a mild soap solution or diluted ethyl alcohol, as well as products containing ethanol (window cleaners). Accordingly, the surface of the facade should be wiped with a cloth/microfibre with the recommended product and then wiped dry. 	10 years	

Veneered	Not allowed: 1. Exposing furniture facades to heat above +50°C (this can lead to deformation of the front cover). 2. It is not allowed to cool the facades (parts) below -25°C (cracking of the paintwork may occur). 3. Install lighting and heating appliances at a distance that does not ensure compliance with item 1 (at least 600 mm) from the furniture facades (heat from appliances can lead to excessive heating of the front part of the facades and, as a result, to deterioration of the appearance). It is recommended to use kitchen appliances according to the instructions. Switch on the hood when cooking. After finishing using the dishwasher and oven, do not leave them open until they have cooled down completely. 4. Exposure of any parts of the furniture facades to moisture (this can lead to swelling of the facade base, peeling of the edges from the end surfaces). 5. Prolonged exposure to direct sunlight (this can lead to discolouration of the facade cladding and deterioration of the appearance). 6. Do not expose the front and end surfaces of the facades to mechanical impact. To remove stains from the surface of the furniture facades, you can use a melamine sponge (except for glossy surfaces) with a mild soap solution or diluted ethyl alcohol, as well as products containing ethanol (window cleaners). Accordingly, the surface of the care of natural wood facades (wax, polish, etc.), as well as abrasive cleaners and any solvents. Do not use products for the care of natural wood facades (wax, polish, etc.), as well as abrasive cleaners and any solvents. Do not allow the presence of oxidising substances (bleaches, chlorine), strong alkalis (containing sodium hydroxide, ammonia) in the detergent. As an additional care, we re		10 years
HPL	The surface of HPL laminate should be cleaned regularly, but the material does not require special care. A damp cloth with lukewarm water or mild detergents is sufficient for cleaning. Almost all common household cleaners and disinfectants are perfectly tolerated, as long as they are not abrasive or highly alkaline. Type of pollution Recommended cleaning product and cleaning method Syrup, fruit juice, jam, spirits, milk, tea, coffee, wine, Wipe with a damp sponge		10 years
	soap and ink Animal and vegetable fats, sauces, dried blood, dry wine, eggs Gelatine, vegetable and vinyl-based adhesives, organic waste, humiarabic Hairspray, vegetable oil, ballpoint pens and felt-tip pens, waxes, foundations and greasy cosmetics, solvent residues Nail polish, spray polish, linseed oil Synthetic oil paints Neoprene glues Traces of silicone Lime deposits	Cold water and soap or household detergent, wipe with a sponge Hot water and soap or household detergent, wipe with a sponge Alcohol, acetone, wipe with a cotton cloth Acetone, wipe with a cotton cloth Trichloroethylene-based solvent, wipe with a cotton cloth Trichloroethane, wipe with a cotton cloth Wooden or plastic scraper, take care not to scratch the surface Detergents with a low content of citric or acetic acid (no more than 10%)	
HPL	Although the surface of HPL laminate is very durable, it should not be cleaned with products containing abrasive substances, abrasive sponges or unsuitable tools such as sandpaper or wire sponges. Products with a high acid or alkaline content should be avoided as they may stain the surface. When using solvents, the cloth must be perfectly clean to avoid leaving any marks on the HPL laminate surface. Any streaks can be removed by washing the laminate with hot water and drying it. Avoid using furniture polishes and wax-based cleaners, as they tend to form a sticky layer on the dense surface of the HPL laminate, which can be easily penetrated by dirt.		10 years



HARDWARE

Type of	Operating instructions	Warranty	
product		period	
Hettich	Use only in a residential area.	10 years	
(drawer	Do not exceed the permissible loads.	-	
mechanisms,			
hinges)			
Müller (drawer	Use only in a residential area.		
mechanisms,	Do not exceed the permissible loads.	10 years	
hinges, lifting		10 years	
mechanisms)			
Vibo (cargo,	Use only in a residential area.		
baskets, magic	Do not exceed the permissible loads.	10 years	
corners,		10 years	
drying racks)			

WORKTOP			
Type of product	Operating instructions		Warranty period
Chipboard	Do not store flammable substances nearby. Do not expose to direct sunlight. For cleaning, it is better to choose a household detergent or mild products such as glass cleaners. Such products should not contain abrasive ingredients as this may reduce the gloss or cause scratches.		2 years
	 Avoid using abrasives, bleach, or products with a high chlorine or acid content. Do not use scrapers or abrasive products (e.g. abrasive powders, metal scouring pads) for cleaning. Do not use polishes, waxes, furniture cleaners, plastic lubricants or bleach. Do not use cleaning agents containing saturated acids or salts of acids such as formic acid or sulfamic acid descalers, drain cleaners, hydrochloric acid, silverware or oven cleaners. Do not use the surface as a cutting board, as the knife can leave cut marks even on a resistant surface. Always use a cutting board. Do not place hot objects such as pots and pans directly from the stove or oven on the surface, as the gloss level may change depending on the temperature and the surface may be damaged. Always use a heat protector. Spillage should be cleaned up immediately as prolonged exposure to certain substances can reduce the gloss level of 		
Compact stove	surfaces. Clean up liquid particularly quickly and thorou The recommended temperature for use of the worktop/c. The surface of HPL laminate should be cleaned regularl with warm water or mild detergents is sufficient. Almos perfectly tolerated, as long as they are not abrasive or str Type of pollution Syrup, fruit juice, jam, spirits, milk, tea, coffee, wine, soap and ink Animal and vegetable fats, sauces, dried blood, dry wine, eggs Gelatine, vegetable and vinyl-based adhesives, organic waste, humiarabic Hairspray, vegetable oil, ballpoint pens and felt-tip pens, waxes, foundations and greasy cosmetics, solvent residues Nail polish, spray polish, linseed oil Synthetic oil paints Neoprene glues Traces of silicone	ompact stove parts is 18 to 25 °C (room temperature). y, but the material does not require special care. A damp cloth t all common household cleaners and disinfectants are	3 years
	Lime deposits	Detergents with a low content of citric or acetic acid (no more than 10%)	



Compact stove	Although the worktop surface is very robust, it must not be treated with products containing abrasive substances, abrasive sponges or unsuitable tools such as sandpaper or wire sponges. If solvents are used, the cloth must be perfectly clean so as not to leave any residue on the surface. Any streaks of dirt can be removed by rinsing with warm water and drying. Avoid using furniture polishes and wax-based cleaners, as they tend to form a sticky layer on the dense surface of the worktops, which can be easily damaged by dirt.		3 years
Stone (Acrylic)		p/compact stove parts is 18 to 25 °C (room temperature).	2 years
	The surface of HPL laminate should be cleaned regularly, but the material does not require special care. A damp cloth with warm water or mild detergents is sufficient. Almost all common household cleaners and disinfectants are perfectly tolerated, as long as they are not abrasive or strongly alkaline.		,
	Type of pollution	Recommended cleaning product and cleaning method	
	Syrup, fruit juice, jam, spirits, milk, tea, coffee, wine, soap and ink Animal and vegetable fats, sauces, dried blood, dry wine, eggs Gelatine, vegetable and vinyl-based adhesives, organic waste, humiarabic Hairspray, vegetable oil, ballpoint pens and felt- tip pens, waxes, foundations and greasy cosmetics, solvent residues Nail polish, spray polish, linseed oil Synthetic oil paints Neoprene glues Traces of silicone	Wipe with a damp sponge Cold water and soap or household detergent, wipe with a sponge Hot water and soap or household detergent, wipe with a sponge Alcohol, acetone, wipe with a cotton cloth Acetone, wipe with a cotton cloth Trichloroethylene-based solvent, wipe with a cotton cloth Trichloroethane, wipe with a cotton cloth Wooden or plastic scraper, take care not to scratch the surface	
	Lime deposits	Detergents with a low content of citric or acetic acid (no more than 10%)	
Stone (Acrylic)	Although the worktop surface is very robust, it must not be treated with products containing abrasive substances, abrasive sponges or unsuitable tools such as sandpaper or wire sponges. If solvents are used, the cloth must be perfectly clean so as not to leave any residue on the surface. Any streaks of dirt can be removed by rinsing with warm water and drying. Avoid using furniture polishes and wax-based cleaners, as they tend to form a sticky layer on the dense surface of the worktops, which can be easily damaged by dirt.		2 years
Stone (Quartzite)	The recommended temperature for use of the worktop is 10 to 25 C° (close to room temperature). The surface of the quartz worktop should be cleaned regularly, but the material does not require special care. A damp cloth with warm water or mild detergents is sufficient for cleaning. Almost all common household cleaners and disinfectants are perfectly tolerated, as long as they are not abrasive or strongly alkaline. Although the worktop surface is very durable, it should not be cleaned with products containing abrasive substances, abrasive sponges or unsuitable tools such as sandpaper or wire sponges. If solvents are used, the cloth must be perfectly clean so as not to leave any residue on the surface. Any streaks of dirt can be removed by rinsing with warm water and drying. Avoid using furniture polishes and wax-based cleaners, as they tend to form a sticky layer on the dense surface of the worktops, which can be easily damaged by dirt.		5 years
			5 years



	Type of pollution	Recommended cleaning product and cleaning method	
Stone	Syrup, fruit juice, jam, spirits, milk, tea, coffee,	Wipe with a damp sponge	
(Quartzite)	wine, soap and ink		
(Quartzite)	Animal and vegetable fats, sauces, dried blood, dry	Cold water and soap or household detergent, wipe with a	
	wine, eggs	sponge	
	Gelatine, vegetable and vinyl-based adhesives,	Hot water and soap or household detergent, wipe with a	
	organic waste, humiarabic	sponge	
	Hairspray, vegetable oil, ballpoint pens and felt-tip	Alcohol, acetone, wipe with a cotton cloth	
	pens, waxes, foundations and greasy cosmetics,		
	solvent residues		
	Nail polish, spray polish, linseed oil	Acetone, wipe with a cotton cloth	
	Synthetic oil paints	Trichloroethylene-based solvent, wipe with a cotton cloth	
	Neoprene glues	Trichloroethane, wipe with a cotton cloth	
	Traces of silicone	Wooden or plastic scraper, take care not to scratch the	
		surface	
	Lime deposits	Detergents with a low content of citric or acetic acid (no	
		more than 10%)	
		s 10 to 25 °C (close to room temperature). The surface of the	
	ceramic worktop should be cleaned regularly, but the material does not require special care. A damp cloth with warm		
	water or mild detergents is sufficient for cleaning. Almost all common household cleaners and disinfectants are		
· · · ·	perfectly tolerated, as long as they are not abrasive or strongly alkaline.		
Stone (ceramic	Although the worktop surface is very durable, it should not be cleaned with products containing abrasive substances,		5 years
granite)	abrasive sponges or unsuitable tools such as sandpaper or wire sponges.		<i>c j c c c c c c c c c c</i>
	If solvents are used, the cloth must be perfectly clean so as not to leave any residue on the surface. Any streaks of dirt		
	can be removed by rinsing with warm water and drying. Avoid using furniture polishes and wax-based cleaners, as they tend to form a sticky layer on the dense surface of the		
		as they tend to form a sticky layer on the dense surface of the	
	worktops, which can be easily damaged by dirt.		

6. FINAL PROVISIONS

1. In matters not regulated by the provisions of these Terms and Conditions of Guarantee, the provisions of Polish law shall apply.

2. Any disputes between the Buyer and the Guarantor shall be settled by the Court of Common Pleas of the Guarantor's jurisdiction.

3. The Buyer's rights indicated in these Terms of Guarantee are the exclusive and only ones that may be asserted by the Buyer from the Guarantor. The Guarantor's liability under statutory warranty is excluded.

4. The provisions of these Terms of Guarantee do not affect the rights of individuals who purchase the Guarantor's Goods for purposes not related to professional or business activity