

GENERAL TERMS AND CONDITIONS

1. Terms and conditions of use of Anvis products

1.1 METAL PRODUCTS

Before assembly, carefully unpack and check the content as well as the number of pieces in the set. The products should be assembled and levelled carefully. In some cases, regulation of the component pieces is required.

1. The products must be used in accordance with their construction and intended purpose.
 2. Do not exceed the permissible load.
 3. Do not move a loaded product. Should it be necessary to move the product to a different location, it must be unloaded first, and subsequently, moved and reloaded.
 4. Ensure that all the screws and screwed elements are tightened to the stop. It is recommended that the joints in the products be inspected periodically. Any loose joints detected should be corrected by tightening.
 5. Ensure that during assembly all the elements are placed symmetrically and pressed with equal force.
 6. The products may only be used indoor, e.g. in shops or trade outlets.
 7. Do not place the products closer than 1m to active sources of heat.
 8. Do not expose the products to the influence of weather conditions such as extremely low or high temperature, humidity, etc.
 9. Never use any aggressive chemical agents that may damage varnished surface or graphic materials for maintenance and cleaning. It is recommended that soft, mildly wet textile, e.g. a cloth be used for cleaning. Next, use a dry cloth to wipe up the surface.
- CAUTION: Never expose electrical energy powered elements to humidity!**
10. Surfaces, ornaments and information elements made of glass, plastic or cardboard are extremely vulnerable to damage and scuffing! These elements should be mounted and maintained with particular care and diligence and prevented from denting or scuffing in the course of exploitation.

1.2 WOOD PRODUCTS

Before assembly, carefully unpack and check the content as well as the number of pieces of the set. The products should be assembled and levelled carefully. In some cases, regulation of the component pieces is required.

1. The products must be used in accordance with their construction and intended purpose.
 2. Do not exceed the permissible load.
 3. Do not move a loaded product. Should it be necessary to move the product to a different location, it must be emptied first, and subsequently, moved and reloaded.
 4. In case there are any screwed elements in the set, ensure that all the screws and screwed elements are tightened to the stop. WE RECOMMEND periodic inspection of the joints of the specific elements of the products.
 5. Ensure that during assembly all the elements are placed symmetrically and pressed with equal force.
 6. The products may only be used indoor, e.g. in shops or trade outlets.
 7. Do not expose the products to adverse weather conditions and direct sunlight. It is recommended that relative air humidity at the level of 45 - 60% and indoor temperature of 12°C-28°C are maintained.
 8. Do not place the products next to active sources of heat.
 9. For maintenance and cleaning avoid abrasive materials and aggressive cleaning agents (in particular acetone- or ammonia- based substances).
- CAUTION: Strictly avoid contact with any solvents or corrosive agents that may damage the products surface and cause discolouration, scuffs, dulling or splitting of the layers of wooden elements.**
10. For maintenance and cleaning of varnished elements use solely agents intended for such surfaces.
 11. For maintenance of varnished surfaces use dry and soft textile, e.g. cloths. Dry cleaning (cleaning with a dry cloth) is recommended.
 12. In case of exposure to water or moisture, wipe the products up carefully and let them dry completely.
 13. Surfaces, ornaments and information elements made of glass, plastic or cardboard are extremely vulnerable to damage and scuffing! These elements should be mounted and maintained with particular care and diligence and prevented from denting or scuffing in the course of exploitation.

1.3 PLASTIC PRODUCTS

Carefully unpack and check the content of the set.

1. Plastic products may only be used indoors unless the product characteristic allows outdoor exploitation.
2. Do not expose plastic products to the influence of weather conditions such as extremely low or high temperature, humidity, etc.
3. Do not exceed the permissible load.
4. Graphic materials should be placed in dedicated places or mounted into slides with due care and diligence to avoid damage at corners and edges as well as scuffing.
5. Graphic materials, plastic and PCV must not be maintained with the use of ammonia-, acetone- or alcohol-based cleaning agents! Using the above-mentioned substances causes damage to plastic! It is recommended that specialist cleaning agents intended for a particular type of material is used. Before a given cleaning agent is used, check its content and, subsequently, try in on a surface hidden from view.
6. It is forbidden to use any cleaning agents containing abrasive substances or chemical substances that will affect the surface of the plastic product. The use of such substances causes scuffs, cracks and damages graphic materials.
7. For maintenance of the surface of plastic products use dry and soft textiles which do not contain any abrasive substances, e.g. microfiber cloths. Dry cleaning is recommended.
8. Surfaces, ornaments and information elements made of glass, plastic, PCV or cardboard are extremely vulnerable to damage and scuffing! These elements should be mounted and maintained with particular care and diligence and prevented from denting or scuffing in the course of exploitation.

1.4 LIGHTING ELEMENTS

1. Do not expose lighting elements to mechanical damage
2. Lighting elements must not be exposed to moisture or extremely high or low temperatures.
3. Do not introduce or perform any arbitrary changes, repairs or construction modifications.
4. Do not screen lighting elements or cause them to have direct contact with other materials.
5. Do not expose lighting elements to contact with sharp objects or edges.

IN CASE OF FAILURE OF LIGHTING ELEMENTS, IT IS RECOMMENDED THAT A DETAILED INSPECTION OF WIRES, PLUGS AND THEIR CONNECTION IS CARRIED OUT BEFORE WARRANTY REPAIR IS REPORTED

2. GENERAL TERMS AND CONDITIONS OF THE WARRANTY

- A.** The warranty is binding in the territory of The European Union (EU).
B. The warranty for all the products of Anvis Sp. z o.o. Sp. k. - hereinafter called the "Seller" - is granted for the period of 12 months.
C. The binding term of the warranty commences on the day of issue of the invoice.
D. The warranty covers the manufacturing defects of the product as well as the material that a given product was made of.
E. Mark containing date of production and product's serial number is foundation to verify product's qualification for warranty services.
F. Complaint filing procedure, complaint handling procedure:
- Complaint documentation including a detailed description of the defect and photo documentation must be executed and sent on the following e-mail address: service@anvis.pl
 - The claim form is available at: www.anvis.pl/service
 - **The Seller** shall consider the complaint without undue delay on reception of the claim.
 - We ensure swifter recognition and fulfillment of the complaints in justified cases.
 - **The Customer** shall be notified of the legitimacy of the claim by e-mail.
 - **The Seller** evaluates the legitimacy of the complaint.
 - **The Seller** arranges the manner and place of repair. In case the nature of the defect does not require the removal thereof in a factory, the warranty repair is performed on the premises of **the Buyer**.
 - The cost of filing unjustified complaint burden **the Buyer**, including in particular: potential travel expenses, the cost of transport and additional expert research carried out at the request of **the Buyer**, as well as the cost of collection of the product.
 - In justified cases, **the Seller** reserves the right to prolong the complaint handling period upon prior notification of **the Buyer**.
- G.** The warranty does not exclude, limit or suspend the rights of **the Buyer** arising from the provisions regarding statutory warranty for items sold.
H. The packaging is used only once for safe transporting of the products from the warehouse of Anvis to the **Buyer's** warehouse. In case further distribution - logistics actions are planned, **the Seller** should be notified thereof and the manner of packaging should be reusable. The cost of the above-mentioned service is established separately.
I. The warranty covers solely products used in accordance with the "TERMS AND CONDITIONS OF USE OF ANVIS PRODUCTS".
Terms and conditions of use of ANVIS products In case it is established that a given item was not used in accordance with the "TERMS AND CONDITIONS OF USE OF ANVIS PRODUCTS", the warranty shall expire.
J. The circumstances under which the claim shall be regarded unjustified are listed in point 3. "The warranty does not cover".
K. Terms and conditions of use of ANVIS products are specified in **point 1 "TERMS AND CONDITIONS OF ANVIS PRODUCTS"**.

3. The warranty does not cover

- A.** Damage and defects arising as a result of exploitation of the products in the manner incompatible with their intended use.
B. Damage and defects arising from the improper storage thereof.
C. Damage arising from improper transport or carrying of products by **the Buyer**.
D. Damage arising in the course of assembly / installation of the product by **the Buyer** incompatible with **the Seller's** manual attached to the purchased product. Damage, defects, insufficient quantity of elements and accessories visible at purchase.
E. Dirt resulting from improper cleaning as well as damage resulting from mechanical failures.
F. Damage arising in the course of a fortuitous event independent of **the Seller**.
G. Damage arising from the adverse effect of weather conditions.
H. Damage resulting from the operation of a constant force which may cause deformation.
I. Damage ensuing in the course of ordinary exploitation and resulting from the passage of time and wear and tear.
J. Damage to the packaging ensuing in the course of distribution - logistics actions of the Buyer following, the delivery by **the Seller**.
K. Damage, defects and failures of electronic elements, e.g. tablets, projectors, screens, etc. The warranty for the above-mentioned elements is granted by the producers of respective elements.
L. Damage to the lighting elements caused by exploitation incompatible with the terms and conditions of use (point 1.4) or improper functioning of electrical energy networks and continuous decrease of the quality of the products caused by the natural wear and tear thereof, e.g. bulbs, LED elements.

4. Maintenance

Maintenance services are divided into warranty and post-warranty:

- A.** The warranty service encompasses repair and replacement of elements deemed faulty at production subject to **the Seller's** decision. **The Seller** reserves the right to verify on-site the production defects of the product. Post-guarantee services are rendered free of charge on condition that the product has been used in accordance with **the Terms and Conditions of Use**. (Point 1)
B. Services offered by the post-guarantee service are rendered against payment. The cost of repair and transport is agreed individually upon the **Seller's** inspection and evaluation. On expiry of the warranty period, we recommend paid, biannual service supervision.