

6. WARRANTY TERMS AND CONDITIONS

- a) All of WIK products are designed and manufactured according to best standards and they guarantee high quality, simplicity of use and assembly. In case of any trouble we advise to read the instruction and information published in technical support section on our website : www.wik.pl
- b) Warranty rights are entitled to purchasers of WIK products and are based on an invoice or receipt. WIK products are under warranty for:
- 24 months starting from the date of purchase made by consumers for non-commercial use
 - 12 months starting from the date of purchase made by company for a commercial use
- c) In case the product appears to be faulty WIK Sp. z o.o. hereinafter called WIK, will organize repair in order to restore the functionality of the product.
- d) If any defects due to faulty materials and / or workmanship appears during the warranty period WIK will arrange repair free of charge. Repair in the first place is organized through consultation by telephone or e-mail and sending spare parts to replace defective items. In case of replacement of parts / components the beginning of the warranty period for this part shall be the original date of purchase. WIK warranty covers only products used for their intended purpose according to the information published in the manual.
- e) Beneficiary of the warranty is not entitled to claim compensation of the lost benefits for the period in which the unit under warranty fails to operate properly. WIK is not responsible for any damage to property or person caused by improper use of the WIK products.
- f) WIK warranty does not apply in the following cases :
- purchasing documents have been altered in any way or made illegible
 - model and / or serial number (if available) has been altered, removed or defaced .
 - repairs or modifications have been made without consulting WIK service department
 - product is used contrary to its purpose
 - damage is caused by improper use of the product or environmental conditions do not comply with the recommended operation.
 - damage is caused by improper connection of equipment ,additional equipment or accessories other than those recommended by WIK.
 - the damage was caused by an external force (including lightning, surges in the power supply, fire, natural disaster)or during transport.
 - the product is defective due to the decline in the quality of items that are subject to natural wear and tear or damage to the parts subject to natural scratching .
 - natural wear and tear of consumable parts or accessories such as lighting , gaskets , pucks, mallets, hammers or contacts
 - defects or damage caused by accident, rollover, product's fall, mechanical damage caused by the users intentionally abusing physical force in the game
 - defects and damage resulting from improper use of accessories to play
 - defects or damage due to changes in the original form and/or function of the product specified in the product's manual
 - defects caused by incorrect connection , use, or storage of the product
- g). Any defect should be reported in writing, or via e-mail sent to the WIK service department immediately, not later than seven days from the date of detection. Complaints made of non-compliance procedures and time limits set forth in this warranty will void the warranty and will not be considered.
- h). The removal of the identified defects must be made within not more than 14 days from the date of notification to WIK service department. If it happens that due to the incorrect diagnose of failures problem remains unsolved, a 14-day period is counted again from the date of re-application.
- i).Parts removed as a part of warranty service remain the WIK property and beneficiary of the warranty is obliged to return them immediately (in person at the WIK premises or by sending by a courier at their own cost). Failure to return the exchanged part within 30 days of the dispatch of spare parts / repair will form the basis for the invoice in the sum of the equivalent of spare parts.
- j) For warranty repair shall be considered only repair of a defective product made in the warranty period and under the conditions of this warranty. Any other activities such as: maintenance, periodic inspection, adjustment, checking and cleaning of the product will not be treated as a warranty repair.
- k) Product is not under the warranty in case of:
- failure to report defects immediately upon discovery, but not later than seven days from the date of detection;
 - failure to follow product's manual in the operation, maintenance and adjustment of the product;
 - failure to comply with the mandatory terms of guarantee of the product,
 - any modification of the Product without the prior consent of the WIK,
- j) WIK has the right to refuse warranty service if the purchaser is in arrears with payments, regardless of their title, in particular default of payment for goods delivered by WIK to the Purchaser or service provided by WIK. In the case referred to in this section, WIK may refuse to perform any services under the guarantee and is exempt from liability to the purchaser under warranty.
- k) Only products purchased directly from WIK or its authorized dealers are under warranty. Further disposal of the product does not transfer rights under this warranty to a subsequent purchaser.