

General Terms and Conditions of Warranty (GTCW) Follett Europe Polska Sp. z o.o.

I. GENERAL PROVISIONS

1. These General Warranty Terms and Conditions of Follett Europe Polska Sp. z o.o. (GTCW) set out the rules of warranty liability of Follett Europe Polska towards purchasers of equipment or parts for equipment manufactured by Follett Europe Polska.
2. The GTCW apply to equipment and parts for equipment manufactured by Follett Europe Polska, as well as to work performed by Follett Europe Polska or an authorized service company in connection with installation, service, or repair.

II. WARRANTY PERIOD

1. Follett Europe Polska grants a twelve (12) month warranty on manufactured equipment and parts, as well as on work performed.
2. The warranty period begins on the date of:
 - the goods were released to the Customer or delivered, or
 - installation, if the installation was performed by Follett Europe Polska or an authorized service company, except that in this case the warranty period begins no later than 90 days from delivery.
3. Parts replaced during the warranty period are covered by a warranty for a period of three (3) months from the date of installation. Works performed under warranty do not extend or restart the warranty period for the entire device.
4. Parts replaced after the warranty period of the device has expired are covered by a warranty for a period of three (3) months from the date of installation.

III. TERMS AND CONDITIONS OF THE WARRANTY

1. The warranty is granted if the following conditions are met:
 - the installation of equipment or parts by Follett Europe Polska or an authorized service company, unless otherwise specified in the contract;
 - the equipment must be used for its intended purpose and in accordance with the operating instructions – damage caused by improper use or use that is not in accordance with the operating instructions is not covered by the warranty and will result in the loss of the warranty for the equipment;
 - required maintenance and servicing work is performed.
2. During the warranty period, all service and repair work may only be performed by Follett Europe Polska or an authorized service company.
3. Defects and faults should be reported to Follett Europe Polska within thirty (30) days of their discovery, under pain of losing the warranty.
4. Warranty claims should be made to the Customer Service Department:
serviceeurope@qualservintl.com; tel.: +0048 587856343

IV. SCOPE OF THE WARRANTY

1. The warranty covers physical defects in equipments or parts that are inconsistent with their intended use or technical documentation, discovered during the warranty period.
2. Under the warranty, Follett Europe Polska may, at its discretion:
 - repair the defective equipment or part;

- replacement of defective equipment or parts with non-defective ones; replacement is only possible in the case of faults that cannot be repaired (by Follett Europe Polska or an authorized service center), which must be confirmed by a diagnostic report.
3. The warranty covers only defects arising from causes inherent in the device or part.

V. EXCLUSIONS

1. The warranty does not cover:
 - parts and consumables subject to normal wear and tear (e.g., light bulbs, halogens, gaskets, filters, rubber parts, wheels, LED lamps, trays, frying baskets, valves, and hoses);
 - calibration and adjustment of the equipment (e.g., thermostat or timer);
 - damage caused during transport and damage occurring after the appliance has been delivered to the Customer; in the case of faults caused during transport organized by Follett Europe Polska, for a complaint to be considered, a protocol must be drawn up in the presence of the courier;;
 - the effects of interference by unauthorized persons, the use of non-original parts, or modifications to the equipment;
 - routine maintenance performed in accordance with the operating instructions (e.g., cleaning the condenser, adjusting the temperature, unclogging drains, leveling the device, replacing or cleaning consumable parts);
 - damage caused by improper installation, unless the installation was performed by Follett Europe Polska or an authorized service company;
 - damage caused by improper use or maintenance;
 - damage caused by external factors (e.g., fire, flooding, power surges or drops, force majeure);
 - damage caused by incorrect power supply parameters or environmental conditions (e.g., high humidity, ventilation air flow, high or low temperature) that may affect the operation of the equipment.
2. Products not manufactured by Follett Europe Polska may be subject to OEM manufacturer warranties and are not covered by the Follett Europe Polska warranty.
3. The warranty does not cover downtime costs, lost profits, or any indirect damages.
4. Follett Europe Polska may request that defective or damaged devices or parts are delivered to its headquarters for verification of the defect, replacement, or repair. Transportation costs shall be borne by Follett Europe Polska.
5. Equipments may be repaired or replaced at the Customer's premises.
6. Proof of purchase and confirmation of the installation date must be provided before repair or replacement can begin.

VI. FINAL PROVISIONS

1. These GTCW are an integral part of the sales documentation and are valid from the date of their delivery.
2. The Customer is not authorized to transfer the rights under the warranty to any other person.
3. The warranty is subject to Polish law and the exclusive jurisdiction of Polish courts competent for the registered office of Follett Europe Polska.

These General Warranty Terms and Conditions are valid from **January 1, 2026**.