

I. The manufacturer offers the following guarantee for the quality of delivered products:

1. 12-month guarantee from the date of manufacture.
 - 1.1. Printed transfers without an addition of noble metal preparations.
 - 1.2. Printed transfers with an addition of noble metal preparations for polishing.
2. 6-month guarantee from the date of manufacture.
 - 2.1. Printed transfers with an addition of noble metal preparations for glossy and matt effect.
 - 2.2. Printed transfers with protective coat for sand blasting.
3. 1-month guarantee from the date of manufacture.
 - 3.1. Printed transfers with an addition of noble metal preparations and mattifying base coats.
 - 3.2. Organic, low temperature transfers.
 - 3.3. Organic, thermochromic transfers.
4. Two weeks.
 - 4.1. Printed transfers with refreshing varnish – flexibility guarantee.

II. The guarantee shall remain valid provided the User complies with the following instructions:

1. Storage instructions:
 - 1.1. Store in dry rooms at 45-65% humidity and 15-25C air temperature.
 - 1.2. Protect against moisture and direct sunlight.
 - 1.3. Store in packages arranged vertically.
 - 1.4. Do not remove the protective paper .
2. Transport instructions:
 - 2.1. Transfers are to be transported with covered means of transport. Protect against moisture and adverse weather conditions.
3. For firing tests under conditions of manufacture to be performed by the User:
 - 3.1. Printing transfers can be released for production after firing tests, in order to identify possible latent faults that appear under conditions of manufacture. The test needs to be performed by the User.
 - 3.2. Pre-production testing needs to be completed within 14 days from the date of purchase of transfers and after each long storage period.
 - 3.3. The firing test needs to be confirmed in a protocol signed by persons responsible for the application of transfers under condition of manufacture.
4. For transfers which are not fired, the transfers should be inspected in terms of compliance with specific requirements.
 - 4.1 Printed transfers can be released for production after a control test aimed at identifying possible latent faults that appear under conditions of manufacture. The test needs to be performed by the User.
 - 4.2 Pre-production testing needs to be completed within 14 days from the date of purchase of printed transfers and after each long storage period.
 - 4.3 The test needs to be confirmed in a protocol signed by persons responsible for the application of transfers under condition of manufacture.
5. No product liability claims may arise if the instructions specified in p.1.1 - 4.3. have not been complied with.

III. Complaints

1. Complaints shall be made in writing. Copies of purchase records are to be enclosed to the complaint. The complaint should include the following information:
 - 1.1. Identification date of product defectiveness.
 - 1.2. Detailed description of defects of printed transfers and circumstances of their occurrence.
 - 1.3. Quantity of defective products.
 - 1.4. Detailed description of the method and conditions of application of the defective transfers.
 - 1.5. For quality complaints, the User shall enclose a firing test / control test protocol (pursuant to p.II.5. hereof).
2. A 5% defectiveness limit is established for each batch. If the defects identified in the delivered products fall within this limit, no guarantee or warranty complaints will be accepted. Both parties shall agree upon the complaint settlement procedure.
3. Complaints can be submitted within the following time limits:
 - 3.1 Quantitative complaints – within 7 days from the date of purchase.
 - 3.2 Qualitative complaints – within 7 days from the date of firing tests or control tests of a specific batch of printed transfers pursuant to p.II.5. and the respective test protocol.
4. No guarantee claims will be accepted thereafter.
5. Complaints will be handled by the manufacturer immediately upon submission. The date of complaint review shall depend on the time necessary to perform tests and evaluations to identify the causes of defects. After the complaint is finally settled, the manufacturer may demand that further firing tests are performed under manufacturer's supervision to determine the actual cause of defects, and the User shall cooperate to this end.
6. The manufacturer may demand that any non-used batch of printed transfers is returned, if the manufacturer finds it justified. In this case, full-sized transfer sheets secured with protective paper shall be returned. If the User refuses to return the sheets, this shall constitute a waiver of all guarantee rights.

IV. Limitation of Liability

1. The manufacturer shall not be liable for any damages suffered by the User that result from the application of defective transfers.
2. The manufacturer is not liable for any use of the product contrary to the intended purpose.
3. Any and all statutory warranty rights are excluded.

For decal aimed to meet the specific requirements of the customer, warrant terms are determined individually.