

## THE PERIOD, CONDITIONS AND THE SCOPE OF THE WARRANTY ON FLAGS AND MASTS

1. It is advised to clean the mast before folding it, failure to do so might damage the frame. Mitko Sp. z o.o. (further called as the Producer) is not taking any responsibility for any damages occurring as a result of folding a dirty mast.
2. The fabric should be cleaned and dried before packing it into transport bag. The Producer does not bear any responsibility for possible stains arisen as a result of storing wet or dirty fabric.
3. The Producer declares that that the tent was produced with the highest care. If any defects were noticed, the Buyer should lodge a written form complaint to the Producer within the period of 7 days since the date of detection of the defects. If any lacks were noticed, the Buyer should lodge a written form complaint within the period of 14 days since the delivery date. Failure in the meeting of these deadlines results in the loss of the rights to claim on that. The writing complaint should include the exact description of a defect, information about the date of noticing the problem and several pictures for confirmation. The Producer will respond to the complaint within 7 days. In case of finding the complaint as valid, the Producer informs the Buyer how and when the product should be delivered. The product should be prepared to be picked up by shipping company and packed into the original case. The Producer is obligated to repair the defect within the period of 21 days. The period starts from the moment when the product is delivered to the Producer's warehouse or other early indicated place. The Producer informs the Buyer about the way and time of delivery of repaired product. To the standard warranty period the time of repair is added.
4. The Producer does not bear any responsibility for the assembly/disassembly inconsistent with the instruction manual.
5. The Producer grants following warranty periods:
  - flags: 6 months
  - masts: 12 months
  - accessories: 12 months
6. The warranty covers: resistance of the colours (resistance to UV radiation), polyester material changes (shrinking) that are the result of proper exploitation, sewing endurance and flange set.
7. The warranty does not cover damages caused by the improper exploitation, mechanical damages, soiling, the natural attrition of the product, damages following as an effect of the fortuitous events, such as fades caused because of fire, hurricane or acts of the vandalism.
8. In unsettled matters with hereby provisions, are applied regulations of the Act from 27 July 2002 about specific conditions of the consumer sale and about the amendment to the Polish Civil Code (Dz.U. from 2002 r. No. 141, pos. 1176, from 2004 r. No. 96, pos. 959).
9. The Producer reserves the right to implement changes to above information.

### MITKO Sp. z o.o.

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MITKO Sp. z o.o. is registered with the District Court in Gliwice, X Commercial Division of the National Court Register.  
TIN: PL 6470509572 | CRO: 270708422 | NCR: 0000331770

Share capital in the amount of PLN 200 000,00 fully paid-up. The Company is represented by chairman Mr Michał Mitko.

## USING AND CONSERVATION GUIDELINES

### **Using:**

Flags should not wave if there's a chance of touching posts, trees, wires etc.

When the blows of wind are getting stronger or weather conditions are getting worse it is recommended to take off the flag in order to prevent damages.

The flag should be washed immediately when any dirt is noticed - in order not to let it penetrate the material.

### **Conservation:**

Flags may be washed in the washing machine - 40° C on soft materials program.

Chemical agents that include chlorine cannot be used.

Dirty flags may be washed with some soap or washing liquid.

Flags cannot be rubbed to remove dirt.

Chemical agents that include petrol or alcoholic solvent cannot be used.

Flags cannot be dried in the rotary drier.

Flags should not be ironed.

It is a better option to hang up the wet flag while using outside.

### **Additional information:**

In case of any mechanical damages or the ones that are results of strong wind, the flag should be sent to the Producer to avert further problems with it.

In case of any additional questions it is recommended to contact the Producer.