



Spoty Systems - General terms of the warranty

HOW LONG IS THE WARRANTY VALID?

Spoty Systems brand products are covered by the manufacturer's warranty for a period of 24 months. The warranty period is counted from the day following the product delivery to the customer.

HOW TO EXECUTE THE WARRANTY?

In order to take advantage of the warranty, please contact Spoty Systems by phone, e-mail or correspondence immediately after the failure occurs.

The message should include:

- detailed description of the fault,
- date of the fault,
- photo or video of the fault.

Presenting the proof of purchase is the basis for warranty claims.

WHAT DOES THE WARRANTY COVER?

The warranty covers all defects in material and workmanship of the product and all its main elements (components, subassemblies).

Spoty Systems, after analyzing the report and investigating the defect, at its sole discretion determines whether it is covered by this warranty.

If the claim is upheld, Spoty Systems will pay for repairs, spare parts, labor and travel for repair personnel, provided the product is readily available for repair.

WHAT IS NOT COVERED UNDER THE WARRANTY?

The warranty does not cover products that have been improperly used, altered, maintained or cleaned with the use of incorrect methods or means.

The warranty does not cover mechanical damage, as well as scratches, tears and cuts.

The warranty does not apply if the product has been stored in a humid environment. The warranty does not cover the effects of natural wear and tear of the product.

WHAT ACTIONS WILL SPOTY SYSTEMS TAKE UNDER THE GUARANTEE?

If the warranty claim is accepted, we will contact the customer no later than 30 days from the date of notification to arrange the repair or replacement of the defective components. Subsequently, we will repair or replace any defects as soon as possible.

CONTACT INFORMATION - COMPLAINTS DEPARTMENT

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