

WARRANTY CARD FOR A VERO HOMES MOBILE HOME

Mobile home number and square footage:

Purchaser:

Mobile home handover date:

Mobile home location:

WARRANTY TERMS AND CONDITIONS FOR VERO MOBILE HOMES

§ 1 Guarantor and Beneficiary

1. The Warranty for the Vero Homes mobile home is provided by its manufacturer, "Rafik Mazurkiewicz" Nazim Sp. K. with its registered office in Lubliniec 42-700, at ul. Powstańców Śląskich 54, entered in the Register of Entrepreneurs of the National Court Register, whose registration files are kept by the District Court in Częstochowa XVII Commercial Division of the National Court Register, under KRS number 0000542675, Tax ID: 5751887839, REGON :360758465. The manufacturer is hereinafter referred to as the Guarantor ["Guarantor"].

2. The Beneficiary of the Warranty is the natural/legal person who has signed a contract with the Guarantor for the production of the mobile home and has become its purchaser [hereinafter "the Beneficiary"].

§ 2 Subject of the Warranty

1. The Guarantor guarantees the proper functioning of the mobile home, used in accordance with its intended purpose, within the scope and on the terms provided for in these Warranty Terms and Conditions.

2. The Warranty covers only physical defects arising from causes inherent in the mobile home, resulting from defective materials or incorrect assembly. The Guarantor's Warranty covers physical defects relating to the construction of the home, the construction of the terrace, the finishing of the walls, ceiling and floor, the installation of electrical, plumbing and ventilation systems, built-in furniture, the installation of panels and other parts of the home [hereinafter the "Warranty"].

3. For any physical defects in the components of the mobile home purchased by the Guarantor to finish and furnish the mobile home, the Guarantor undertakes to assist the Beneficiary in pursuing their claims against the manufacturers of these components. This assistance is understood as providing the Beneficiary with the documents necessary to benefit from the manufacturers' Warranties (proofs of purchase, etc.).

4. The manufacturers' Warranty covers windows, external and internal doors, floor panels, facade panels, underfloor heating, lighting, bathroom fittings, water heater, electric heater, household appliances: fridge-freezer, oven, extractor hood, induction/electric/gas hob, dishwasher, TV, washing machine, electric blinds, mosquito nets, air-conditioning, alarm and monitoring.

5. The Warranty does not exclude, limit or suspend the rights of the Beneficiary under the provisions on consumer protection and the provisions on Warranty for defects in sold goods.

§ 3 Warranty Period

1. The duration of the Warranty for the mobile home (its structural and other components as listed in § 2(2) is 2 years (24 months) from the date of handover of the mobile home to the Beneficiary.

2. Warranty duration for the mobile home components purchased by the Guarantor to finish and furnish the mobile home is specified in the manufacturers' Warranty terms and conditions.

3. Furthermore, the Guarantor provides the following:

- 10-year Warranty for the structure
- 5-year Warranty for the vinyl flooring, with a 2-year warranty for the floor installation
- 5-year Warranty for the exterior façade.

The Warranty does not cover mechanical damage.

§ 4 Reporting Defects

1. Any physical defect in the mobile home should be reported by e-mail, with a description of the defect and documentary photographs sent to: info@verohomes.pl. The report can also be sent by post, to: Vero Homes, ul. Skłodowskiej-Curie 18, 42-700 Lubliniec.

2. A defect under Warranty must be reported no later than 14 days after its discovery.

3. The reasons for disregarding a report may be failure to find a defect, the occurrence of a case not covered by the Warranty, or expiry of the Warranty. Determination by the Guarantor of reasons excluding the Warranty, as described in § 7, is grounds for non-recognition of the Warranty report.

4. If there are no grounds to accept the claims of the Beneficiary, the Guarantor shall inform the claimant that the claim has been rejected, stating the reason. The Guarantor will use the same means (e-mail or post) by which the claim was received.

5. If the Warranty claim is accepted, the Guarantor shall proceed with the Warranty proceedings.

§ 5 Warranty Proceedings

1. For any physical defect under Warranty in the mobile home resulting from a cause attributable to the Guarantor, which occurs and is reported during the Warranty period, the Guarantor shall repair or replace the defective item free of charge.
2. If repair and replacement are impossible or require excessive costs for the Guarantor, the Guarantor may offer to refund the price of the defective item.
3. If the defective item is replaced by a new one or its price is refunded, the defective item shall become the property of the Guarantor.
4. Replacement of the home components with new ones will result in an extension of the Warranty by another 12 months.
5. Once a repair date has been agreed by e-mail or telephone, the Beneficiary will receive confirmation of the repair date with an indication of the hourly interval. The Beneficiary must make the house available to the Guarantor at the agreed time for the repair/replacement of the defective components.
6. If it becomes apparent that the Beneficiary cannot make the house available on the agreed date (due to travel, illness, etc.), they shall inform the Guarantor (by e-mail: info@verohomes.pl or by phone: 515 337 000) 24 hours before the scheduled repair to cancel and reschedule.
7. If the Beneficiary fails to inform the Guarantor that the house will not be made available on the agreed date and a representative of the Guarantor appears at the appointed place, the complaint procedure shall be deemed invalid.

§ 6 Deadline for the Guarantor's Work

1. Gwarant The Guarantor will carry out the repair/replacement within the period agreed with the Beneficiary. The Guarantor will endeavour to repair the home as quickly as possible so that the Beneficiary encounters no hindrance when using the home.
2. As the repair of the mobile home requires a trip of the Guarantor's representatives to the site where the home is located, the cost of the employees' travel to the Beneficiary shall be incurred by the Guarantor when:
 - a) The mobile home is located no further than 300 km from the registered office of the Guarantor
 - b) The employees' business trip lasts no longer than 72 hours
3. If it is necessary for the Guarantor's representatives to travel further or for a longer period of time than specified in § 6(2), the cost of the employees' trip shall be agreed and shared with the Beneficiary.

4. The repair period may be extended by the time necessary to order/import spare parts. In justified cases, the Guarantor may postpone the repair to another mutually agreed date.

§ 7 Warranty Exclusions

1. The Warranty covers only physical defects inherent in the house resulting from the construction, finishing and installation work carried out by the Guarantor.

2. The Warranty does not cover:

- a) The standard wear and tear of the mobile home and its components
- b) The acts or omissions of the Beneficiary and the acts of third parties
- c) Mechanical damage caused by the Beneficiary or third parties
- d) Damage or lack of proper functioning resulting from inadequate care of the house and its components or resulting from the use of inappropriate consumables or misuse by the Beneficiary or a third party
- e) Maintenance activities that should be carried out by the user (e.g. cleaning, waterproofing, adjustment of equipment, replacement of accessories subject to periodic replacement, inspection)
- f) Thermal, chemical and external damage (lightning, fire, flood, natural disaster, etc.) and other events beyond the control of the Guarantor and the Beneficiary
- g) Corrosion resulting from using the house in conditions of permanent dampness and flooding
- h) Damage or malfunctions resulting from unauthorised repairs, adaptations, modifications, or security breaches by the Beneficiary or by third parties
- i) Damage caused by neglecting the obligation to report defects immediately.

3. The Guarantor shall not be liable for claims other than those mentioned in this Warranty, including indirect damages, lost profits and other losses caused by the temporary non-functioning or malfunctioning of the home or its components, especially if the defect was not reported immediately after its discovery.

4. If the product is damaged as a result of failure to follow the manufacturer's recommendations, which is defined as improper use, it is not covered by the Warranty, as the Warranty covers damage resulting from manufacturing defects and not those caused by the user.

§ 8 Personal Data Protection

1. If a Warranty claim has been received, the Guarantor will process the claimant's data only for the purpose of processing the claim and carrying out the Warranty proceedings. The Controller of the personal data is Rafik Mazurkiewicz Nazim Sp K., with its registered office at ul. Powstańców Śląskich 54, 42-700 Lubiniec.

2. Detailed information on the processing of personal data can be found at www.verohomes.pl in the Privacy Policy tab.

§ 9 Final Provisions

1. Any possible misunderstandings and disputes arising hereunder shall be exclusively subject to the jurisdiction of the Polish court competent to the Guarantor's registered office.