

Mute warranty terms and conditions

(Acoustic panels and lamps)

Creative Design Group sp. z o.o. sp. k., owner of the **Mute** brand, guarantees the delivery of products of the highest quality, produced using precisely defined technology. All products are tested in accordance with the current industry standards.

Creative Design Group sp. z o.o. sp. k. grants a 24-month warranty on its products starting from the day of purchase.

The territorial extent of the warranty protection covers the partner's country.

The warranty covers only those products which have been installed in accordance with the installation instructions included with the product and used in accordance with the instruction manual.

Use of the warranty protection is conditional on retaining the invoice which constitutes proof of purchase.

It is the duty of **Mute**, arising from this document, to repair or replace parts covered by the warranty, with the decision in this matter belonging exclusively to **Mute**.

Each replaced product or repaired part becomes the property of **Mute**.

Mute reserves the right to introduce changes to the products due to technical improvements without prior information.

Any attempt to repair, alter or modify the product without the written consent of **Mute** invalidates the warranty.

The legal protection measures to which the final user is entitled are explicitly limited to the duties of **Mute** and the related provisions stipulated in the present document.

The warranty does not cover the right to seek compensation for lost profits or receiving compensation for any potential damage caused by a fault in the product.

The warranty does not cover:

1. Damage occurring during transportation.
2. Damage occurring during fitting inconsistent with the instructions.
3. Damage caused by improper use, neglect by the user or use of the product inconsistent with its intended function.
4. Damage resulting from care of the product inconsistent with the instructions for use.
5. Mechanical damage arising in connection with the effects of destructive external force which is not connected with the standard usage of the product.
6. Differences between the shades of fabrics in products bought successively by the customer for which fabrics were used from different production batches from the manufacturer of the fabrics.
7. Minor differences in the shades of wood or different grain patterns in comparison with the pattern book.
8. Products in which replacement materials or non-original parts were used at the express request of the purchaser.
9. Deformations in the foam resulting from natural wear and tear.

Mute guarantees that the electrical components are free from defects and material or construction faults, and meet the requirements laid out in the specifications. The warranty on the product does not cover faults caused by:

1. Conditions of the electricity supply, including power surges which exceed the stipulated limits of the product.
2. Failure to adhere to the usage and maintenance instructions and guidelines provided by **Mute**.
3. Any attempt at repairs, changes, or modifications without the consent of **Mute**.
4. Faulty electrical connections.

The Complaint Process

1. The purchaser is obliged to submit the claim immediately, no more than 14 days after discovery of the fault, at the point where the purchase was made.
2. Repair or exchange are possible under the warranty when the following conditions are met:
 - a) Sending the claim application to the **Mute** distributor along with:
 - clear photographic documentation connected with the claim,
 - proof of purchase - invoice,
 - the warranty card, if one was issued for a given order,
 - b) Having the defective finished product delivered to the address indicated by the **Mute** distributor.
Important - the product should be packed and protected against damage during transport. Transport costs are covered by the purchaser unless the parties agree otherwise.
3. **Mute** shall decide whether the claim is justified within 14 working days of receipt of the complete claim form.
4. After verifying whether the claim is justified, **Mute** or a designated commercial partner contacts the purchaser by telephone, email or post, in order to establish a solution to the claim submitted, along with the date when that solution is to be implemented.
5. In the event of a decision to replace an entire product, that product is covered by a new warranty, valid for 24 months from the date it is issued to the customer.
In the event that part of a product is replaced with another (fault-free), the warranty period with regard to that part starts again from the moment it is delivered to the customer.
6. Refusal to issue the products being claimed for to **Mute** or preventing repair shall result in the right to any claim under the warranty being waived.
7. All information concerning damage revealed during installation (e.g. dents, scratches, missing parts, etc.) should be reported immediately, within 14 working days of delivery.
8. **IMPORTANT!** If during delivery the purchaser discovers any damage to the product received during transport, he is then obliged to sign a damage report in the presence of the courier or carrier and send it within 24 hours to the place where he made the purchase, along with the claim form.
9. Submission of a warranty claim does not entitle the purchaser to withhold payment for the product.