

GUARANTEE CONDITIONS FOR POLYESTER STRAPS "MAKSTRAP" AND HYBRID STRAPS "BESTSTRAP"

Guarantee conditions:

1. The Customer is obliged to carry out a quantitative control and qualitative control immediately after receiving the delivery. The Customer should report any visible defects within 7 days from the date of delivery. In the case of hidden defects, the Customer should notify the Supplier immediately after their detection, at the latest within 7 days from the date the defect was discovered.
2. In order to submit a complaint to the Makdor sales department, the following information should be provided: description of the problem, photo of the label/labels of the complained product for identification, quantity of the complained product and photos of the problematic product. Complaints about unidentified goods will not be considered.
3. Submitting a complaint does not release the Customer from paying for the goods received as indicated in the invoice.
4. The Customer should adhere to the conditions of storage and warehousing of goods in accordance with guidelines.
5. The warranty does not cover defects resulting from: mechanical, chemical and thermal damage; improper use, incorrect product selection or improper storage and warehousing.
6. The producer of the goods is not liable for losses resulting in loss of profit, customers or other losses resulting from defects in the delivered goods.

Storage conditions:

MAKSTRAP polyester straps and BESTSTRAP hybrid straps should be stored in original packaging in a dry room at a temperature above 5 ° C. The product should be stored on an even surface. The goods cannot be deformed during storage due to other load.

Guarantee period:

Expiry date in under the above-mentioned conditions is 12 months from the date of delivery.

Approved by:

