

## WARRANTY CERTIFICATE

<b>Product name:</b>		<b>Product code:</b>	
<b>Customer name / company name and identification number:</b>		<b>Address customer / company:</b>	
<b>Stamp and signature of a plumber:</b>	<i>The plumber hereby declares that he has done a professional installation of the product listed above for the customer.</i>	<b>Date of installation:</b>	

### Warranty period

This warranty applies to products, manufactured by Alca plast, s.r.o., and disputed with the purchase contract or defects have been submitted to the seller within the warranty period. With expert and professional mounting you can significantly influence functionality, utility value of the product and of course user satisfaction. Alca plast products, installed by a professional plumber, are provided with an extended warranty period. In all other cases, the warranty is for 2 years only from the date of receipt / purchase of goods from the retailer.

### Warranty conditions

- The Buyer is required to inspect the goods upon receipt from the seller. Subsequent claims related to obvious defects are not accepted by Alca plast, s.r.o.
- Any claims on the purchased product, the buyer must submit in all cases only through the dealer from whom the goods were purchased. Prepare your original purchase receipt and to apply for the extended warranty you will also need the warranty Certificate.
- Products installed in building structures (modules, drains, traps, etc.) must be installed in such a way to enable their service and maintenance (e.g. service opening in the bathtub). Alca plast, s.r.o., in any case does not cover the costs associated with damage to tiles, floor tiles or other equipment that may arise in the case of non-compliance with these rules.
- The right to claim both standard and extended warranties given by the manufacturer expires:
  - failure to present the original proof of purchase in case of a claim
  - the given warranty period, for the claimed product has expired
  - violation of any protective seals and labels, if available on the product
  - unprofessional installation
  - damage to the goods during transportation (such damage must be claimed directly with the shipping forwarder)
  - use of goods in conditions that do not match the allowed temperature, dust, moisture, chemical and mechanical environmental influences, usual for the product
  - unprofessional installation, handling, operation, or negligence of goods (e.g. unsuitable cleaning agents, lime-scale build due to no maintenance)
  - if the goods are damaged by excessive load or use contrary to the allowed conditions specified in the installation manual or in the supplied documentation or general principles of handling of such products
- The right to claim the extended warranty also does not arise in the following cases:
  - if the warranty card was not confirmed by a professional plumber
  - if only a proof of purchase is presented without a warranty certificate stamped by an installer, then only the standard warranty of 2 years is applicable
- Warranty does not cover wear and tear caused by normal use.
- Conditions for extended warranty do not apply for non replaceable rubber parts and components which are subject to operational wear.

Product group	Basic warranty (Number of years)	Extended warranty (Number of years)
<b>Pre-wall installation systems</b>		
Cisterns and frames	2	15
Valves	2	3
Flushing plates and accessories	2	2
<b>WC tanks and fill &amp; flush valves</b>	2	3
<b>Wastes</b>	2	3
<b>Stainless steel shower drains and floor drains ALCA</b>		
Embedded components of stainless steel shower drains and floor drains ALCA	2	25
Removable components of stainless steel shower drains and floor drains ALCA	2	3
<b>Plastic linear shower drains ALCA</b>	2	6
<b>Floor drains, Universal rain drums</b>	2	6
<b>WC seats, Flexi pipes, WC accessories</b>	2	2
<b>Outdoor drainage system *</b>	2	6
<b>Industrial stainless steel drainage system</b>		
Drainage channels and grids – stainless steel	2	25
Drainage channels and grids – galvanized steel	2	2
<b>Sanitary Ware</b>	2	2

\* Warranty covers the functional properties, not the metal parts surface finish of the product.

### Contacts

**Complaints Department** | E-mail: reklamace@alcaplast.cz | www.alcaplast.com