

GENERAL TERMS AND CONDITIONS OF WARRANTY

PPPH GRAS seated in Korzybie at ul. Sławieńska 12, hereinafter referred to as the Guarantor, grants the Buyer a warranty for the products it sells and ensures efficient operation of the offered products, provided that they are used in accordance with their intended purpose and the conditions of use specified in the documentation.

Assembly of products that require connection to the electrical or water supply network may be carried out only by authorized persons, otherwise the warranty rights will be lost.

The entity ensuring efficient operation of equipment in the Guarantor's products is its Manufacturer or authorized Dealer.

§ 1 Warranty period

1. The warranty period, with regard to products offered by the Guarantor, unless specified otherwise in the Sale and Delivery Agreement, starts on the date of sale, which is specified on a sale invoice, and lasts 12 months.
2. Defects or faults discovered within the warranty period should be reported to the Guarantor immediately, but no later than 2 days from the date of their discovery.

§ 2 Extension of the warranty period

1. The Guarantor allows extension of the warranty period up to 60 months.
2. Conditions necessary for extension of the warranty period:
 - performance of assembly works by PPPH Gras' authorised installer in compliance with valid instruction in the case of indoor fire hydrants or by a person with proper experience, equipment and skills in the case of other products,
 - Carrying out an annual technical inspection and maintenance by PPPH Gras authorised maintenance staff, in compliance with the requirements of PN-EN 671-3 standard in the case of indoor fire hydrants and compliance with other normative or legal requirements for other products,
 - the installer and maintenance staff have to have a valid authorisation certificate, the copy of which should be sent to PPPH Gras to the address info@gras.pl,
 - the assembly and maintenance work must be confirmed by reports of the assembly and maintenance works carried out during the warranty period – a copy of each report should be sent to PPPH Gras to the address info@gras.pl,
 - the inspection and maintenance works should be recorded in the Compliance Schedule – an entry in the Compliance Schedule can be made only by an authorised person,
 - compliance with requirements stipulated in the Gras General Terms and Conditions of Warranty,

Failure to comply with the abovementioned conditions shall result in restitution of the standard warranty period, meaning 12 months from the date of sale.

3. Extension of the warranty period is granted only on a written request of the Buyer and each time requires filing with the Guarantor an application specifying the extension period to the

address info@gras.pl or via other available communication means. Template of the application can be found in Annex 1.

4. Product equipment used in the production process is covered by the warranties of individual equipment manufacturers and is not subject to an extension of the warranty period, i.e. the warranty periods granted by equipment manufacturers apply.

§ 3 Exemptions

1. The Guarantor shall be liable to the Buyer exclusively for physical defects caused by reasons inherent in the sold product. The warranty does not cover defects due to other reasons, in particular due to:
 - improper use or application,
 - incorrect choice of product to the conditions existing at the place of installation,
 - improper assembly, maintenance, storage and transport of the product,
 - mechanical, chemical, thermal or intentional damage to the product and causing a defect in it,
 - damage to the product caused by the use of non-original or non-compliant materials, spare parts and repair systems non-recommended by the manufacturer,
 - damage resulting from random events, force majeure factors (fire, flood, lightning etc.),
 - malfunction of the installed equipment and devices affecting the product performance,
 - Use of the product together with other devices that are not intended to be used with the product or with devices other than those recommended by the Guarantor,
 - use of the equipment contrary to generally accepted principles of operation and use of the equipment or contrary to the Guarantor's instructions,
 - improperly installed or faulty equipment,
 - use of improperly installed equipment or faulty equipment,
 - damage, tampering or removal of serial numbers or other markings that make it impossible to identify the equipment or covering them in any way that makes identification impossible,
 - improper installation despite receiving instructions on product assembly,
 - use of improper tools to assemble the product
 - the warranty does not cover equipment of cabinets, if it was not provided by the Guarantor.
2. The warranty does not cover parts that have worn out during their intended use, such as: hinge sleeves, hinges, locks, guide rails for the locking rods, sealing elements etc.
3. The warranty does not cover the activities provided for in the operating and assembly instructions, which should be performed by the Purchaser on its own.
4. The warranty does not cover a product which, on the basis of the documents submitted and its characteristics, cannot be identified as a product purchased from the Guarantor.
5. The warranty does not cover a product for which the "Guidelines for the Cleaning and Maintenance of Stainless Steel Products" (Annex 2) and "Guidelines for cleaning powder-coated parts" (Annex 3) have not been adhered to.
6. In case of any damage to the paint coating during the warranty period as a result of improper use of the product or other mechanical damage, the Buyer is obliged to protect the paint

coating against the development of corrosion centres in accordance with the Guarantor's recommendations at its own expense under pain of loss of warranty and dismissal of any claims of the Buyer on this account.

7. Other equipment used in the production process is covered by the warranties of individual equipment manufacturers.

§ 4 Loss of warranty rights

1. The Buyer shall lose rights under the product warranty in the event of any:
 - product modifications or construction changes,
 - interference by unauthorized persons,
 - attempts at repairs carried out by unauthorized persons with the omission of spare parts and repair systems recommended by the Guarantor,
 - failure to comply with the obligations to carry out periodic inspections, if required,
 - damage due to reasons beyond the manufacturer's control (e.g. use of unsuitable cleaning agents, protective tapes, tools, chemicals that could damage the surface of the hydrant or its equipment etc.),
 - defects caused by the Buyer's negligence or lack of knowledge of the rules of installation and use.

§ 5 Disclaimer

1. The Guarantor excludes liability from the scope of this warranty:
 - for the accuracy and correctness of assembly and operation of the equipment used in the purchased product, which was not provided by the Guarantor,
 - for actual damages and lost benefits of the Buyer resulting from the necessity to hand over the equipment for repair or replacement over which the Guarantor had no influence,
 - For the Buyer's damage resulting from delays in the performance of warranty repair, over which the Guarantor had no influence,
 - on account of warranty for physical and legal defects of the product.
2. If the Guarantor finds any irregularities specified in § 3 or § 4, this shall be the basis for not granting warranty coverage for the product. In the case of rejection of the claim, if the claimed product was sent to the Guarantor, it will be returned to the Buyer at his written request, provided that the costs of the necessary tests, expert opinions and complaint procedure have been covered in advance by the Buyer. A product that is not collected within 60 days will be disposed of.
3. If the Guarantor finds any irregularities specified in § 3 or § 4 on the installation site, construction site etc. is a basis for rejecting a claim and charging the Buyer with costs related to travel, accommodation, performing necessary tests, expert opinions etc., complaint procedure and other activities resulting from the necessity of the Guarantor's arrival at the Buyer's site.

§ 6 Terms and deadlines for processing complaints

1. A condition for accepting a complaint to be processed is reporting the complaint by the Buyer in a written or electronic form. The complaint should include:
 - product name,
 - product code or identification number,
 - date of purchase,
 - detailed description of damage and additional information on the occurrence of product defects,
 - Photos of the faulty product in a quality that allows proper readability.
2. The complaint should be reported on Guarantor's complaint form, Annex 4. Reporting a complaint in other form (e.g. by e-mail) is possible; however, such complaint must include information stipulated in §6, section 1.
3. An invoice or receipt should be attached to the complaint. Accepting a complaint without an invoice or receipt is possible if the Buyer meets the conditions set out in section 1.
4. On the Guarantor's request, the Buyer is obliged to deliver, in person or via a shipper (freight forwarder), the claimed product to the Guarantor's seat.
5. All complaints shall be processed in the shortest possible time; however, not longer than 14 days from the date of providing all necessary information, documents and claimed products described in §6, sections 1, 2, 3 and 4.
6. The Guarantor's notice on accepting the complaint shall be provided to the Buyer within 3 days from reporting the complaint.
7. If handling the complaint through a repair requires the Guarantor's presence, it shall take place within 30 days from the date of processing the complaint.
8. The Guarantor is not liable for extension of the complaint processing period caused by incomplete or misleading description of the fault and providing incomplete complaint documents.
9. Deadlines stipulated in section 5 do not apply in the event of a delay or payment arrears by the Claimant exceeding 7 days after the expiry of the payment deadline. In the above case, until the Claimant fully settles the payment arrears, the Guarantor has the right to refuse to accept a complaint for recognition and execution of warranty claims for this reason and does not suspend the period of time for which the warranty is granted.
10. In justified cases it is possible to agree, in a written form, on a different deadline or different method of compensation of the Buyer's claims under the warranty.

§ 7 Warranty realization

1. The warranty is limited to the repair of the product free of charge, the supply of new spare parts, replacement with a new product or another product with the same technical characteristics.
2. The Guarantor decides on the legitimacy of the complaint and on the choice of the method of realization of recognized warranty claims.
3. If the complaint is accepted, the Guarantor will reimburse the claimant for reasonable and documented costs of delivery of the claimed products, replace or repair damaged components or elements free of charge, and will not charge the Buyer with any other costs.

4. If a repair was performed in the Guarantor's seat, after the repair, the claimed product will be sent back on the Guarantor's expense.
5. In the case of replacing a product with a new one, the new product is covered with a new warranty starting from the date of issuing the new product.
6. The replaced, faulty products shall become the property of the Guarantor. On the Guarantor's request, the Buyer is obliged to send them to the Guarantor's seat.
7. The claimed product that is installed permanently at the place of use can be repaired at the Buyer's after agreeing the repair date with the Guarantor in advance. In such case, the Buyer should provide place and conditions suitable to carry out the repair works.
8. The scope and costs of repair works carried out by the Buyer must be accepted by the Guarantor in advance.
9. The costs of repairs carried out by the Buyer before the Guarantor chooses the method of realization of a warranty claim shall not be reimbursed.
10. The Guarantor reserves the right to charge the Buyer with all costs related to the tests, opinions, expert opinions and transport related thereto, journeys to and from the Buyer or place of installation, accommodation etc., if:
 - the complained product is functional,
 - the damage was not covered by the warranty,
 - the damage results from improper use or lack of product protection
 - it results from faulty assembly and/or errors in design in the facilities where the Guarantor's product is installed.
11. In case of claiming goods and sending them to the Guarantor, the Warranty holder should disassemble the installed equipment at their own expense and risk.
12. The Guarantor confirms the acceptance of the product in order to deal with the complaint using the available means of communication, stating the number of the complaint. Acceptance and confirmation do not mean that the complaint is deemed justified.
13. The Guarantor shall not be liable for any additional damage to the claimed product occurring during the disassembly of the product and its equipment.
14. The Guarantor reserves the right to make a site visit at the place of installation of the claimed products. The Guarantor will refuse to accept the warranty if they are prevented from making a site visit at the product installation site.
15. In case of incomplete complaint documentation, the Guarantor has the right to refuse to consider the claim until the required documents are completed.
16. In case of accepting a complaint, before replacing the product, its repair or reimbursement of costs, the Buyer is obliged to return the product in a complete and not deteriorated condition, unless agreed otherwise, to the seat of the Guarantor.
17. The claimed product should be delivered, properly secured during transport. The Guarantor shall not be liable for damage to or destruction of the product resulting from improper packaging or protection of the product by the Buyer.
18. Any additional damage resulting from inadequate product protection and related costs may be the basis for charging the Buyer.

§ 8 Confirmation of repair

1. A document conforming the warranty repair carried out by the Guarantor at the site is a warranty repair protocol issued by the Guarantor.
2. A document conforming the warranty repair carried out by an authorised representative of the Guarantor at the site is a warranty repair protocol issued by the authorised representative of the Guarantor and a photographic documentation of the repair carried out sent to the Guarantor at the address info@gras.pl
3. The basis for collecting the products after repair is the Buyer's confirmation in the protocol of warranty repair, issued by the Guarantor or authorized representative of the Guarantor, duly signed and stamped.

§ 9 Other exemptions

1. The Guarantor is not obliged to modernise or modify existing products after launching their newer versions.
2. The Guarantor shall not be liable for any direct or indirect losses and damages suffered by the Buyer due to product defects, in particular loss of or damage to other equipment, resulting downtimes, loss of profits or income, cost of replacement goods etc.

§ 10 Other provisions

1. In matters not regulated by these regulations, the provisions of the Civil Code shall apply.
2. Any disputes arising from the exercise of warranty rights shall be considered by the Courts competent for the Guarantor's registered office.
3. All Annexes constitute an integral part of the GTCW

List of Annexes

- Annex 1 Extension of warranty period
- Annex 2 Guidelines for the Cleaning and Maintenance of Stainless Steel Products
- Annex 3 Guidelines for cleaning powder-coated parts
- Annex 4 Complaint form

....., date

WARRANTY PERIOD EXTENSION

**PPPH GRAS
Ul. Sławieńska 12
77-230 Korzybie**

Dear Sir or Madam,

we kindly request an extension of the warranty period from 12 months to months, for the following items of the delivered goods listed in the Invoice No. of.....

for the company:.....

1.
2.
3.
4.
5.
6.
7.

We also undertake to comply with the requirements set out in the Warranty Extension Terms and Conditions.

Yours faithfully

.....

Company seal

.....

Date and legible signature

GUIDELINES FOR THE CLEANING AND MAINTENANCE OF STAINLESS STEEL PRODUCTS

It is a common misunderstanding that stainless steel is resistant to all types of corrosion and its surface does not require any maintenance. Perhaps it is due to the name of that type of steel – “stainless” and a misunderstanding of the term. “Stainless steel” literally means steel with no stain – less corrosive, and this clearly warns the user against the possibility of corrosion of this material. Inexperienced users who have so far used only unalloyed, low-alloy steels (black steels) often believe that stainless steels, contrary to other steels, do not require any additional surface maintenance, and assume their name “stainless” is a guarantee of no corrosion in all conditions. On the contrary, stainless steel requires periodic maintenance – especially cleaning – to maintain its innate corrosion resistance. This is due to the fact that its corrosion resistance depends on the mentioned passive layer on the surface. Any contamination, sludge, stuck foreign material particles, surface deposits of ions destroying the passive layer will reduce this resistance. This is particularly important for components used in environments containing chloride salts, sulphides or other corrosive metal materials. In such environments, the surface of stainless steel can become discoloured, covered with corrosion products and start to corrode itself.

Stainless steel requires regular maintenance and cleaning – it is important to remember about this.

The concentration of alloying elements and thus the type of steel is determined by the following standards: American AISI, German DIN or European EN 10088. As a determinant we adopt the commonly used AISI standard. The most commonly used grades of stainless steel are:

- AISI 430, i.e. chrome steel:
 - good corrosion resistance
 - very tough
 - smooth surface, easy to clean
 - magnetic

- AISI 304, i.e. chromium nickel V2A
 - good corrosion resistance
 - nickel addition of 8-10%, which increases corrosion resistance
 - non-magnetic

- AISI 316L, i.e. chromium nickel molybdenum V4A
 - very good corrosion resistance
 - molybdenum V4A additive significantly enhances corrosion resistance properties and is therefore recommended for environments with increased amounts of sulphur oxides and chlorides
 - non-magnetic

Properties of stainless steel

- corrosion resistant – there is a very thin oxide layer on the surface of the steel, which prevents corrosion; it restores itself under the influence of oxygen from the air or water and naturally forms a protective film.
- hygienic – pore-free, smooth surface is easy to clean and disinfect
- has a high tolerance to high temperatures and temperature fluctuations
- durable – resistant to mechanical damage, impacts
- ecological – steel products can be melted and fully reused (50% of products come from melted waste)
- economical – steel products are more expensive than plastic products, but they are more durable and last longer, which makes them a cheaper solution
- gives the space an elegant character

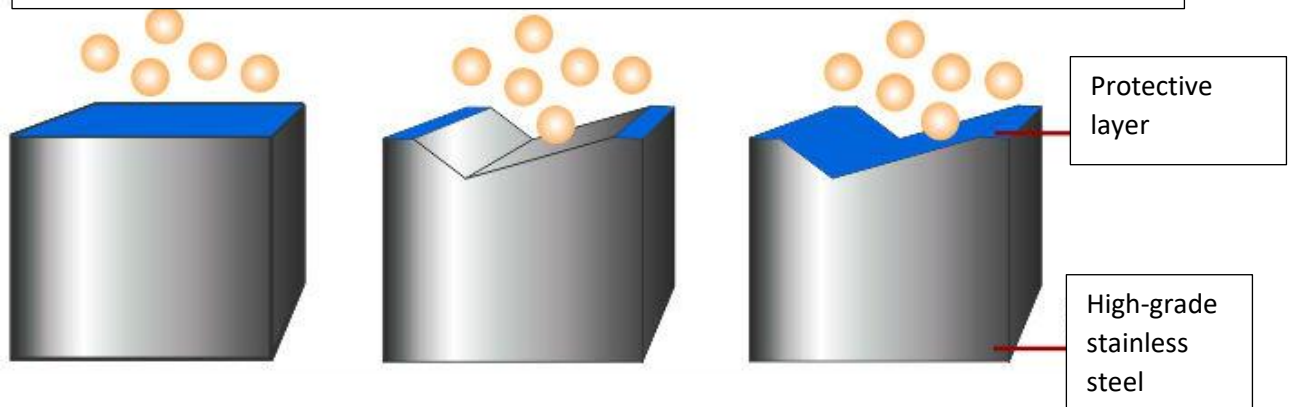
Causes of corrosion of stainless steel. Why is steel cleaning so important?

Stainless steel is a corrosion-resistant material. However, sometimes the local corrosion occurs. In the case of all types of cabinets, we usually deal with the occurrence of pitting corrosion (associated with local damage to the protective layer) or crevice corrosion (resulting from different oxygenation). The pitting corrosion usually results from the aggressiveness of the environment, i.e. it can be caused by the use of aggressive cleaning agents or by scrubbing steel surfaces with unsuitable cleaners. It can also be caused by the presence of chlorine in the room where the steel equipment is located (e.g. in swimming pools).

Steel is an easy-to-clean material which requires maintenance to last for a long time.

Lack of proper cleaning procedures or failure to follow them may result in permanent damage to the protective oxide layer, which causes discolouration and corrosion. It is important to inform maintenance personnel to regularly clean stainless steel equipment and thus ensure that they have the right cleaning agents at their disposal. On the labels of some cleaning products, manufacturers clearly indicate that they should not be used on steel, chromium-plated, nickel-plated surfaces, as they may damage them.

The process of regeneration of the protective oxide layer on high-grade stainless steel



Which products should not be used to clean stainless steel?

Aggressive cleaning agents containing chlorine or bleach should be avoided. Similarly, swimming pool water must not be used. These can damage the chromium oxide coating, which makes stainless steel resistant to corrosion. The following materials which may scratch the surface must not be used, e.g.:

- steel wool,
- steel bristle brush,
- cleaning agents containing sharp abrasive,
- abrasive paper,
- rough cleaners,
- scrubbing, sanding and polishing powders, etc.
- cleaning products containing: chlorides, fluorides, bromides, iodides and acid-based cleaning products containing these compounds,
- bleaches and hypochlorite-based products,
- products dedicated to silver cleaning,
- inorganic acids (especially hydrochloric acid or bleach), bleach containing sodium hypochlorite, which may cause surface discolouration and pitting corrosion should never be used,
- the stainless steel should never contact unalloyed steel (particles of these steels will accelerate corrosion on the surface of stainless steel),
- the surface should not be cleaned directly in the sun or at too high temperature.

Which products should be used to clean stainless steel?

For cleaning the steel it is possible to use:

- household cleaning products
- natural means, such as vinegar solution (in the ratio of 20% vinegar, 80% water) or baking soda (2 tablespoons per litre of warm water)
- water with liquid soap
- glass cleaners – most of them are safe for steel
- steel washing and polishing products.

The ideal materials for cleaning are as follows:

- brushes with natural and artificial bristles
- wipes of microfibres, chemical or natural fibres
- synthetic non-woven
- sponge cloths, sponges
- pressure and steam washers

The frequency of cleaning should be determined through tests, however, it is best to observe the following guidelines, depending on the environment and stainless steel grade:

Type of steel:	304	316
- clean inland environment	3 – 6 months	6 – 12 months
- polluted metropolitan and industrial environment	unsuitable grade	6 – 12 months

- seaside environment including swimming pools	unsuitable grade	3 – 6 months
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The most common soiling of stainless steel and ways to remove it

When discolouration appears on the surface of stainless steel objects, the first step should be to wash them with a suitable detergent. Depending on the type of soiling, different preparations are used.

Type of soiling	Removal methods	Notes
rust-like discolouration	wash the surface with a cloth with water and soap, rinse it with running water and wipe it dry; use mild detergents and regularly wash and dry steel surfaces	common, mainly due to washing steel with inappropriate agents, splashing it with urine or agents containing reaction agents with steel components; they occur on surfaces of equipment while the inside and edges are usually free from discolouration
rust	use low pH acidic agents, rinse with cold water and wipe dry	acidic agents can also be used for the removal of lime scale
fingerprints	remove with window cleaner or with spirit or a cloth soaked in a mild detergent; then wash with cold water and wipe dry	as mentioned above, most window cleaners are suitable for steel cleaning
oils, greases, fats	wash with organic solvent, then wipe with warm soapy water or a mild detergent, rinse with clean water and wipe dry	
paint	wipe with paint solvent, wash with clean water and wipe dry	
strong dirt, discolouration and temperature raids	clean with detergent, rinse with cold water and wipe dry	if the steel is brushed, remove the dirt by cleaning in the direction of the brushing structure
scratches	gently grind with non-woven fabric (without addition of iron) in the direction consistent with the original grinding, wash with a mild detergent and then with clean water, wipe dry	before removing any scratches, it is recommended to do the test in an unnoticeable place; grind in the direction of the brushing structure

Tips for the maintenance of stainless steel

The following list of advices aims to eliminate the most common issues in stainless steel maintenance, which concern the aesthetic appearance.

Issue	Advice
cleaning of high-grade satin steel equipment (matt, brushed)	clean in the direction of brushing in order not to damage the structure
limestone deposits and streaks	the steel surfaces must always be wiped dry after washing
dust and fleck of dust on equipment	select lint-free and dust-free cloths that do not leave particles on the surfaces to be cleaned; microfibre cloths are a good solution
despite regular cleaning, discolouration or rust appear on steel equipment	check whether a suitable cleaning agent is used and, if so, increase the frequency of washing in order to dispose of unwanted sludge
stainless steel equipment should retain its appearance for a long time	obtain preparations for the care of stainless steel; they form additional thin protective layers, which, with the use of gentle cleaning agents, remain on steel surfaces for several days to even several weeks depending on the intensity of use

Routine cleaning:

- rinse the dirt and impurities with clean water, wipe the surface with a soft cloth.
- for heavier dirt – mild soap or detergent (ammonia for cleaning, baking soda, vinegar, citric acid) and soft nylon brush.
- rinse thoroughly after cleaning.
- elements should be cleaned at least once a year (more often in seaside environments and industrial areas).

Cleaning of impurities from unalloyed steel (black steel) and iron particles.

For cleaning, oxalic acid solution can be applied to the surface with a soft cloth. Leave on the surface for a few minutes (do not rub) to dissolve the dirt. Rinse thoroughly with water.

Light rust

Home cleaning products for stainless steel containing calcium carbonate or citric acid. Rinse thoroughly with water.

Medium discolouration

Clean with phosphoric acid-based products or a 10% phosphoric acid solution. Spray the surface and wait 30 – 60 minutes (or as recommended by the producer). After cleaning, neutralisation of acid with dilute ammonia or mild alkaline detergent. Rinse thoroughly with water.

Strong rust

Use professional service providers or dedicated products for pickling and passivation of steel. After treatment, always rinse the surface thoroughly with water.

MEDICLEAN MC240 STAINLESS STEEL CLEANER FOR SWIMMING POOLS

Liquid 500 ml in a sprayer for cleaning, polishing and maintenance of stainless steel, aluminium and galvanized steel surfaces. Removes dirt and gives a high gloss. Protects against rust and oxidation. Removes streaks, fingerprints and dulling. Recommended for private and public swimming pools, e.g. for ladders, towers, handrails, elevators and all stainless steel elements.

GUIDELINES FOR CLEANING POWDER-COATED PARTS

1. Cleaning should be done at regular basis and immediately after soiling to prevent the formation of intense dirt which is difficult to remove. Dry, old dirt has abrasive properties, which in addition may result in scratching of the coating.
2. The temperature of the cleaned surface should not exceed 25°C.
3. The use of steam jet and pressure washers is not allowed.
4. For cleaning, use clean, lukewarm water at a temperature not exceeding 25°C.
5. If necessary, i.e. for heavier, local dirt, it is recommended to use clean water with a small addition of a neutral, mild detergent, e.g. dish washing liquid (without abrasive materials, strong detergents containing chlorides, hydrochloric acid, salt, bleach, organic solvents, acids and alkaline agents).
6. Use of abrasive cleaning agents and cleaning of the surface by friction are not allowed.
7. Organic solvents containing esters, ketones, alcohols, aromatic compounds, chlorinated hydrocarbons, etc. must not be used.
8. Acidic or highly alkaline cleaning agents must not be used.
9. It is not allowed to use detergents of unknown origin.
10. Before cleaning the surface, check the effect of the agents used for this purpose. The test should be performed on unexposed surfaces.
11. The treatment time of the cleaning agent used must not exceed 1 hour.
12. A soft sponge or cloth should be used for cleaning. The use of steel scrub pad, sponges with a rough surface or other hard and abrasive materials is not permitted.
13. The process of cleaning may be repeated after 24 hours.
14. After cleaning, the surface should be washed immediately with clean, cold water and dried with a gentle, water-absorbing, lint-free fabric. For final rinsing it is recommended to use demineralized water in order to avoid stains and runs.

Failure to follow the above mentioned recommendations may lead to irreversible damage to the powder coating, at the initial stage impossible to observe with the naked eye, which, however, significantly degrade the coating, and at a later stage the painted surface.

The information presented in this data sheet is based on our experience and current state of knowledge and does not relieve the user from performing their own tests.

W trosce o zapewnienie właściwej jakości dostarczanych wyrobów oraz ciągłego doskonalenia systemu zarządzania jakością prosimy o podanie poniższych informacji. Wypełniony formularz prosimy o przesłanie do PPPH „GRAS”, 77-230 Korzybie, ul. Sławieńska 12, Polska, tel./fax. +48 59 857 73 02, tel./fax. +48 59 857 73 03, tel./fax. +48 59 858 63 04, e-mail: info@gras.pl

Dziękujemy zespół PPPH „GRAS”

Um eine richtige Qualität der gelieferten Ware und eine ständige Verbesserung der Qualität, wird es gebeten, dieses Formular auszufüllen. Das unterschriebene Formular soll an PPPH „GRAS”, 77-230 Korzybie, ul. Sławieńska 12, Polska tel./fax. +48 59 857 73 02, tel./fax. +48 59 857 73 03, tel./fax. +48 59 858 63 04, E-Mail: info@gras.pl übersendet werden.

Danke GRAS – Team

To guarantee a correct quality of the delivered articles and a permanent development of the system for the quality management, we kindly ask you, to fill in this form. The signed form send pleas to PPPH „GRAS”, 77-230 Korzybie, ul. Sławieńska 12, Polska tel./fax. +48 59 857 73 02, tel./fax. +48 59 857 73 03, tel./fax. +48 59 858 63 04, E-Mail: info@gras.pl

Thank you GRAS – Team

Nr/Nr./No.....

wypełnia GRAS/ von Gras auszufüllen/ to be filled by GRAS

Zgłaszający/Reklamierender / Reclaimer:	Dostawca/ Lieferant/Supplier:	Data zgłoszenia reklamacji/ Anmeldedatum/ Date of application:	Data dostawy/Lieferdatum/ Date of shipment:
Miejsce dostawy/Lieferort/ Delivery point:	Reklamowany wyrób/ Mangelware/ Name of product:	Indeks Gras / Gras Art. Code) / Gras index:	
Ilość reklamowana/ reklamierter Menge/ Reclaimed Mount:	Nr faktury/zamówienia/ Rechnungs-r bzw. Bestellnummer/ Invoice- or order number*: * Proszę dołączyć dokument zakupu /Bitte fügen Sie den Kaufbeleg /Please attach proof of purchase	Osoba kontaktowa, nr tel., e-mail / Kontaktperson, Tel., E-Mail/ Contact, phone, E-Mail:	

Opis reklamacji / Fehlerbeschreibung / Description of defect:

Zdjęcia szt/Bilder St./ pictures no.

Reklamację wystawił/ Reklamation ausgestellt von/ Reclamation written out by:

.....
Miejscowość/ Ort/ Place

.....
Data/ Datum/ Date

.....
nazwa firmy/ Firmennamen/ Company name

.....
imię i nazwisko, podpis/ Vorname, Name, Unterschrift/ Surname, Name, signature

Zgłoszenia reklamacyjne bez dołączonego dokumentu zakupu, zdjęć i karty gwarancyjnej nie będą rozpatrywane. / Beschwerden ohne Kaufbeleg, Fotos und Garantiekarte werden nicht berücksichtigt. / Complaints without attaching a purchase document, photos and warranty card will be not considered.