

Pop up tent

general terms of warranty:



1. The manufacturer is Inventini with their headquarter in Jastrzebie-Zdroj ul. Towarowa 14. The manufacturer ensures the products are made with precision and maintains their high quality. The manufacturer will remove all the latent defects. It is user's responsibility to ensure that the products is assembled correctly in a way stated in the instructions.
2. The length of warranty, the instruction sheet and terms of use are presented in another part of this document.
3. Each product is followed with a manual in Polish and English.
4. The warranty period starts on the date of the invoice.

The warranty does not involve:

1. Mechanical damage as a result of improper use, not abiding by the rules included in the instructions, or random incidents such as fire, hurricane or act of vandalism.
2. Natural wear and tear of fabrics from which the product is made.
3. Fading due to excessive exposure to UV radiation.
4. Damage as the result of user's own alternations and innovations.
5. Mechanical damage as the result of wind stronger than: - 38kph in case of anchoring the product with anchor to the leg or with anchor and tension ropes, - 50 kph in case of anchoring the product with anchor to the leg and with anchor and tension ropes, - 100 kph in case of anoring PREMIUM PRO tent with additional emergency kit.

The subject of warranty:

The warranty involves:

- a) durability of fabrics
- b) durability of colors (fabric resistance to UV radiation)
- c) durability of stitches
- d) accessories and anchoring elements
- e) durability of aluminium construction

The rules of using product:

1. Secure your tent with ropes and anchors as soon as it is assembled (or weights if the floor does not make it possible to use anchors).
2. The product must not be ironed, washed in a washing machine or tumble dried.
3. Any spots or stains on the fabric should be removed immediately with a warm damp cloth. Do not use detergents or pressure washers.
4. The product must be totally dry before you repack and store it to avoid mildew.
5. In the event of water gathering, it should be removed immediately from the product.
6. The product is not adapted to snow load. In the event of snow gathering (more than 2 cm) remove it from the roof immediately.
7. The manufacturer does not bear responsibility for assembling and disassembling the product not according to the instructions enclosed.

Claim procedure:

1. The manufacturer guarantees the product is made scrupulously. If any failings are discovered, the orderer should inform the manufacturer in writing.

A notice of defect should include:

1. The name of the orderer's company.
2. The date and number of the purchase.
3. A detailed description of a defect.

The manufacturer will response to a complaint within 14 work days. In case of justified complaint, the damaged product will be repaired or replaced with another product of full value within 21 workdays from the date of delivery. Supply of warranty services will be extended including the time of repair. In this case costs of delivery will be paid by the manufacturer.

The length of warranty:

- aluminium construction (PRO tent): 3 years
- aluminium construction (Premium PRO tent): 5 years
- roof and walls fabric warranty: 2 years (UV radiation resistance in the blue wool scale is between 4 and 5*)
- overprint warranty (sublimation print): 2 years (UV radiation resistance in the blue wool scale is between 6 and 7*)
- stitches: 2 years
- accessories other elements of a tent: 2 year

The manufacturer reserves the right to make modifications in these regulations. In matters not regulated in the Warranty conditions, generally applicable rules of law shall apply and, in particular, the acts of 23 April 1964. The Civil Code (i.e. Journal of Laws of 2020, item. 1740 as amended) of the Act of May 30, 2014 on consumer rights (i.e., Journal of Laws of 2020, item 287 as amended) and of the Act of July 27, 2002 on specific terms and conditions of consumer sale (Journal of Laws of 2002, number 141, item 1176).

* The table of resistance to light describes the actual resistance to daylight subject to time of exposure, season of the year. The colours used should not fade meaningfully.

Lightproof degrees	Summer	Winter
3	4 - 8 days	2 - 4 weeks
4	2 - 3 weeks	2 - 3 months
5	3 - 5 weeks	4 - 5 months
6	6 - 8 weeks	5 - 6 months
7	3 - 4 months	7 - 9 months
8	over 1,5 year	



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