

KOMFORT

Warranty conditions for carpets

1. The warranty covers all phenomena, defects and defects affecting the quality classification of the carpet and damage caused during transport to the indicated address.
2. The warranty covers a free repair of the product, a replacement for a new product if repair is not possible, or a refund of the price paid.
3. The warranty does not cover any mechanical damage (tears, abrasions, cuts, etc.) and damage caused by negligent or improper, incompatible use, including m.in. improper protection of wool carpets against moths or pulling individual threads from the carpet (some of the carpets may be ripped in this way, in order to remove a protruding thread from the carpet, it should always be cut - not pulled out).
4. The warranty and warranty for physical defects of the goods does not cover the effect of dusting of carpets. This is a natural and inevitable process with the carpets we offer.
5. The warranty also does not cover the loss of individual hairs from carpets made by hand - with this method, excess (up to 5%) of individual hairs may fall out. Loose hair should be trimmed, never pulled - this can lead to damage to the carpet.
6. The warranty does not cover fading of carpets or changes in the colors of the fleece due to excessive sunlight. The purpose of protecting the carpet against this type of phenomenon is to move the carpet and rotate it.
7. The manufacturer is not responsible for deviations in the colors and dimensions of products with a tolerance deviating from the dimensions $\pm 5\%$
8. The warranty does not cover damage caused in transit. Such damage must be reported to the courier when delivering the package.