

TERMS OF WARRANTY AND CLAIMS FOR PACKAGING

1. „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. grants 12 month warranty of quality (from the date of manufacture) for packaging made from polyethylene film. The warranty does not cover the quality of polyethylene film with an addition of recycled raw material.

2. „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. guarantees the quality of packages sold in accordance with the guidelines contained in the technical specifications of the DT 4 product sent to the Buyer.

3. The buyer shall lose all rights under the warranty in the event of not storing the packaging in accordance with the requirements set out in the point 12 of this document.

4. Claims must be reported within the warranty period in writing, stating the batch number, the type of the claimed packaging, quantity, description of the detected defect and print theme (for packages with printing). It is necessary to produce the delivery documents (delivery note or certificate of quality), and show the manufacturer's label, which „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. Company places on the box and on the pallet which enables traceability of the material.

In the absence of the above documents, or in case of expiry of the warranty period, claims will not be considered.

5. Defective product samples are used for examination of the complaint; they are sent to the Quality Control Department of the „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k.. In exceptional cases, the analysis is allowed based on photos of defective product.

6. Packaging subject to claims may not be returned to the „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. without the prior consent of the supplier.

NOTE: The returned goods must be put in the original packaging and adequately secured. Labels of the manufacturer must be placed on all boxes. The „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. may request photos of goods prepared for return of the shipment.

7. Control of products takes place in accordance with the principles of the PN-ISO 2859-1 Standard. The II level of control is used and AQL= 0 for critical defects, AQL=2.5 for significant defects and AQL4.0 for minor defects.

Critical defects:

- missing or unsealed, stuck handle,
- unreadable text,
- mechanical damage of the bag > 5mm,
- lack of weld,

Significant defects:

- weak weld,
- color incompatible with the mother artwork,
- print displaced by > 1mm,
- staining, inclusions of > 1 mm,
- spots > 5 mm,
- hole, handle poorly positioned,
- backing peeling off,
- lifting capacity outside the tolerance range,
- improper packaging (quantity, method, label),
- other defects affecting the functionality, coming off / staining print,

Minor defects:

- print defects, spots < 5 mm,
- print displacement (positioning) up to 1 mm,
- staining, inclusions < 1 mm,
- other defects having a negligible impact on the aesthetics,

8. A product damaged intentionally or unintentionally by the Buyer, for example in the form of various types of scratches, staining or moisture, may not be subject to claims.

9. In the event of finding any quality defects, „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. shall bear the responsibility for the actual value of the defective material, i.e. the value of the quantity of claim reimbursement returned to the company. Claims arising from not gaining possible profits shall not be considered.

NOTE: In the event of an unjustified claim, the Buyer shall be charged for transportation and control of the goods.

10. „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. shall consider the complaint no later than 14 calendar days from the date of receipt of the faulty batch of material. In particularly complex cases, the period for response to the claim may be extended. The Buyer shall be informed in writing about an extension of the period for dealing with the claim.

11. If the claim is not recognized, the Buyer may, at its own expense, order arbitration tests to an independent accredited laboratory agreed upon by both parties. Samples for arbitration must be collected in the presence of a representative of the „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k.. Otherwise, the results of arbitration tests shall not be credible for "BOGUCKI". It is also possible for the „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. Company's representatives to visit the Buyer in order to check the claimed products (according to control principles as per the PN-ISO 2859-1 Standard).

12. Storage conditions:

PRODUCT SUPPLIER

„BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. Jatne 35 05 – 430 Celestynów

APPEARANCE OF THE MATERIAL

Packages in the form of carrier bags, garbage bags, compliant with the technical specifications, free of faults, mechanical defects and pollutions.

PACKAGING

The packaging is stacked in boxes. The number of pieces in a carton is compliant with the specifications. The cartons are sealed with adhesive tape. The identification label is located on the upper left edge of the carton. The cartons are placed evenly on a pallet, stretched. The pallet is stable; the cartons cannot protrude beyond the pallet. The cumulative label is located in the middle of the pallet's short edge.

STORAGE

Packages should be stored under proper conditions, i.e.: temperature 0 – 40 0C

relative humidity 0 – 70 %

They should be stored in closed and roofed rooms.

NOTE: SHOULD THE AFOREMENTIONED RULES BE NOT COMPLIED WITH, THE MANUFACTURER SHALL NOT BE LIABLE FOR THE RESULTING TECHNICAL PROBLEMS OR FAULTS OF THE PRODUCT.