

TERMS OF WARRANTY

Powerwinch, hereinafter referred to as the Guarantor, ensures high quality and warrants efficient operation of the winch, and declares that any defects or damage revealed during the warranty period shall be repaired free of charge according to the following terms and conditions:

1. The warranty duration is 24 months from the date of issue.
2. The warranty covers winches with a valid warranty card and a proof of purchase.
3. The Guarantor undertakes to repair, free of charge, factory defects resulting from defects in materials and workmanship, if revealed during the warranty period.
4. The precondition for considering the complaint is to deliver the winch to the Guarantor or service point indicated by the Guarantor together with a valid warranty card with the serial number and/or proof of purchase and a correctly filled service request (form available from the Guarantor).
5. The Guarantor does not cover the costs of delivery of the winch.
6. The method of repair is determined by the Guarantor.
7. The repair shall be made within 15 business days from the date of delivery of the winch to the Guarantor. The period starts on the first working day after the day the winch is delivered to the service point. This period may be extended, should the repair require importing of spare parts from abroad or it is possible to be completed for reasons beyond the control of the Guarantor. The purchaser/purchaser will be notified in writing about the extension of the repair period.
8. If the winch cannot be repaired, it shall be replaced with the new one, the same, or the model with the most similar parameters. The Guarantor shall exchange it in consultation with the purchaser.
9. The warranty period is extended by the duration of warranty service. This does not apply should the repair turn out not to be covered with the warranty.
10. The warranty does not cover damage resulting from improper use or use inconsistent with the user manual, or improper storage, maintenance and lubrication of the winch.
11. The warranty shall not be honoured in the case of finding repairs, modifications, etc. of the winch made by unauthorized persons or service.
12. The warranty does not cover mechanical damage.
13. The warranty does not apply to steel or synthetic rope.
14. The warranty repairs do not include replacement of consumable parts, i.e. bearings, brushes, etc. If during the warranty repair it becomes apparent that consumable parts require replacement, the relevant costs shall be charged to the purchaser.
15. In the event that the complaint turns out to be unfounded, the Guarantor will charge the purchaser for the costs of warranty proceedings, including transport costs.
16. The Guarantor is not liable for damages resulting from improper use of the winch or use inconsistent with its intended applications.
17. The Guarantor is not responsible for the costs incurred by the purchaser in the aftermath of damage to the winch.
18. The Guarantor shall accept liability neither for the loss of time and/or profit of a real or virtual nature nor other damages resulting from the product defect or the complaint process being carried out.
19. In matters not covered by this warranty, the provisions of the Civil Code shall apply.

A request for a warranty claim form and any questions and notifications regarding this warranty should be directed to:
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