Commercial guarantee

YIVO / 12

01 Who and what is covered

Guarantor: YIVO Sebastian Zając, ul. Zofii Nałkowskiej 16/E, 41-700 Ruda Śląska, Poland; reklamacje@yivo.pl. These terms apply to YIVO parts and accessories for which a 12-month YIVO commercial guarantee was offered at purchase. The product is identified by the order, packaging or product code. A longer or more favourable promise made at purchase remains binding. Updating these terms does not reduce previously acquired rights.

02 Period and territory

The guarantee covers manufacturing and material defects arising from causes inherent in the product and becoming apparent within 12 months after delivery. It applies in the European country to which the original purchase was delivered. Expiry does not cancel claims already acquired for a defect that appeared during cover, or statutory rights. Normal wear depends on use and does not constitute a promise of a fixed service life.

03 Limits assessed by cause

The guarantee does not cover damage caused by an external impact, incompatible installation, unauthorised modification, misuse, or failure to perform maintenance reasonably required by the instructions, to the extent that this caused the claimed defect. Normal wear is excluded only when consistent with the product, use and expected durability; premature failure may be a defect. An unrelated modification, the label 'mechanical damage', opening packaging or loss of a paper receipt does not automatically cancel all cover.

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04 How to make a claim

Email reklamacje@yivo.pl, preferably with the order number in the subject, or write to the guarantor's address above. When YIVO is the seller, you may also use the marketplace claim channel. Identify yourself, give a reply contact, identify the product, describe the defect and when it appeared, and state your preferred remedy. Photos and the device model help assess compatibility. Purchase may be shown by an order record, invoice, receipt, payment confirmation or other evidence; the original receipt and packaging are not mandatory. A postal address is needed when transport is required. Requests for clarification do not automatically restart or suspend applicable deadlines.

05 Response, remedy and costs

YIVO sends a reasoned response on paper or another durable medium, such as email, within 14 calendar days of receiving the claim. This response deadline is separate from remedy completion. Under this guarantee YIVO repairs or replaces a covered defective part free of charge; if neither is feasible, it refunds the price paid for that part. YIVO completes the guarantee remedy within 14 calendar days of receiving the product, or of accepting the claim if return is unnecessary. Necessary guarantee transport is paid by YIVO; contact us to arrange collection or a label. Physical inspection may be required when photos are insufficient. Secure sharp edges for transport.

06 Continuation and statutory rights

After replacement or substantial repair the guarantee period starts again; for a replaced component this applies to that component. In other cases it is extended by the time the covered defect prevented use. The buyer has statutory remedies against and at the expense of the seller for lack of conformity; this guarantee does not affect those remedies. Mandatory protection in the buyer's country remains applicable. For Polish consumer purchases, statutory seller liability generally concerns non-conformity revealed within two years of delivery. Statutory claims go to the seller, even if the commercial guarantor is different. The buyer chooses the legal basis; the seller must not redirect a statutory claim into this shorter guarantee.

Manufacturer and support

YIVO Sebastian Zając | ul. Zofii Nałkowskiej 16/E, 41-700 Ruda Śląska, Polska / Poland

kontakt@yivo.pl | reklamacje@yivo.pl | https://yivo.pl/wsparcie/