

Warranty in English

Warranty conditions

Girro Sim guarantees the proper functioning of the product on the condition that it is used under the intended use and the recommendations contained in the user manual. Warranty conditions:

1. the warranty period for the product is 36 months calculated from the date of sale of the product to the user.
2. Within the warranty period, the Service will, in the event of damage, repair or replace the product or its parts free of charge for the User (at the company's discretion).
The repaired/replaced product or its parts shall be free of defects. Defects in the product subject to guarantee will be repaired free of charge for the customer within 14 calendar days of receipt of the product.
3. Products to be returned or returned to the Service should be complete (all purchased pedals, cables, elastomers, tools, etc.). Sending back incomplete products may prolong the repair time or make it impossible. The product should be protected against damage that may occur during transport, for this reason, it is recommended to use the original packaging.
4. The user has the right to have the product replaced by Girro Sim, with a new or different one - free of defects, of at least the same class, when:
 - 1) the service finds in writing that it is not possible to rectify the defect,
 - 2) it has not been possible to carry out a warranty repair within 14 calendar days of receipt of the product),
 - 3) three repairs qualified as warranty repairs have been carried out during the warranty period and the product still shows the same defects.
5. The warranty does not cover damage resulting from:
 - 1) use of the product contrary to its intended use and contrary to the instructions for use,
 - 2) mechanical damage and misuse, negligence, accidents, and fortuitous events regardless of their cause,
 - 3) damage resulting from improper operation, maintenance, installation, and any alteration or modification by unauthorized persons or services,
 - 4) occurrence of faults related to non-original or inappropriate software not supplied with the product if they result from the user's interference (e.g. installation of incorrect drivers, use of unlicensed software),
 - 5) operation of the product under conditions of significant contamination, high humidity or large temperature fluctuations, contact with food or liquid, corrosion, and use of inappropriate electrical power or chemical substances,
 - 6) Scratch and damage to plastic surfaces and other external components subject to wear and tear as part of the normal use of the product.
6. The product guarantee is not valid if any seal or service adhesive is broken off the product, indicating unauthorized tampering.
7. This guarantee applies only to original products including their technical components. The warranty does not cover the software supplied with the product.
8. Girro Sim shall not be liable for the incompatibility of the product sold with any system software owned and installed by the buyer not supplied by Girro Sim.

9. The warranty does not grant the user the right to claim reimbursement of lost profits or compensation for the inability to use the product for the time required for warranty repair.

10. This warranty for the product sold does not exclude, limit or suspend the buyer's rights under the warranty provisions for defects in the goods sold.

11. To take advantage of this guarantee, you must deliver the product to an
Girro Sim's Authorised Service Centre together with proof of purchase.
Guarantor details: Girro Sim Jakub Bluj ul. Wieniawskiego 28/12 37-700 Przemyśl