

## Terms of warranty

Girro Sim guarantees the smooth operation of the product, provided that it is used in accordance with its intended use and the recommendations contained in the manual. Terms of warranty:

1. The warranty period for the product covers 24 months from the date of sale of the product to the User.
  
2. Within the warranty period, the Service Center will, in the event of damage, repair or replace the product or its part free of charge for the User (depending on the company's decision). The repaired / replaced product or its parts are free from defects. Product defects covered by the warranty will be removed free of charge for the customer within 14 calendar days from the date of receipt of the product.
  
3. Products given or sent back to the Website should be complete (all purchased pedals, cables, elastomers, tools, etc.). Returning incomplete products may extend the repair period or make it impossible. The product should be protected against damage that may occur during transport, therefore it is recommended to use the original packaging.
  
4. The user has the right to replace the product by Girro Sim, for a new one or another - free from defects, at least of the same class, if:
  - 1) the service confirms in writing that the defect cannot be removed,
  - 2) it was not possible to perform the warranty repair within 14 calendar days from the date of receipt of the product),
  - 3) during the warranty period, three repairs qualified as warranty repairs were made, and the product still exhibits the same defects.
  
5. The warranty does not cover damage resulting from:
  - 1) using the product inconsistently with its intended use and inconsistent with the user manual,
  - 2) mechanical damage and improper use, neglect as well as accidents and random events, regardless of their cause,
  - 3) damage resulting from improper operation, maintenance, installation and any changes or modifications made by unauthorized persons and services,
  - 4) faults related to non-original or improper software not included with the product, if they result from user intervention (e.g. installation of incorrect drivers, use of software without a license),
  - 5) operation of the product in conditions of significant contamination, high humidity or large temperature fluctuations, contact with food or liquid, corrosion and the use of improper power of electricity, or the action of chemical substances,

6) scratches and damage to plastic surfaces and other external elements exposed to wear during normal use of the product.

6. The product warranty does not apply in the event of breaking any seal or service glue from the product, proving unauthorized interference.

7. This warranty applies only to original products, including their technical components. The warranty does not cover the software delivered with the product.

8. Girro Sim is not responsible for the incompatibility of the product sold with the system software owned by the buyer and installed by him, not supplied by Girro Sim.

9. The warranty does not grant the user the right to claim a refund of lost profits or compensation for inability to use the product for the time necessary to perform the warranty repair.

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

14. To benefit from this warranty, you must deliver the product to a Girro Sim Authorized Service Provider along with proof of purchase.

Guarantor's details: Girro Sim Jakub Bluj ul. Ratuszowa 10a / 3.5 37-700 Przemyśl