

Warranty Terms and Conditions for POLWAX S.A. Products

A. General principles of warranty provision

1. **Polwax S.A. (seller)** ensures that the goods sold are of good quality and meet all parameters specified in the relevant technical documents.
2. In the case of a demand for goods with parameters that deviate from the standardized or additional parameters, the *buyer* is obliged to confirm their demand in writing on the order.
3. **The seller includes a Quality Certificate with each delivery, which confirms the quality parameters of the goods.**
4. Polwax S.A. provides a warranty for the products sold. **The warranty period covers 6 months from the date of sale - subject to points B and C.**
5. **The warranty specified in point 4 applies to physicochemical parameters.**
6. The following are not covered by the warranty:
 - Mechanical, chemical, thermal, or other damages to the goods, as well as defects caused by the *buyer's* action or inaction,
 - Damages and defects resulting from:
 - improper or non-compliant storage of the goods (information is provided in the Product Technical Specification)
 - unauthorized modifications made by the *buyer* or other unauthorized persons.
 - Defects arising from inappropriate means of transport and improper mode of transport (unless the *seller* is responsible for transport)
 - Defects resulting from improper or careless unloading of the goods.
 - Goods from which labels allowing identification of the goods have been torn off/removed, with no trackability of the product location.
 - In the case of bulk deliveries, the *seller's* liability ends with the unsealing of the discharge valve of the tanker.
 - In the case of deliveries in pallet containers, the *seller's* liability ends with the unsealing of the top inlet hatch cover.

B. Warranty conditions regarding caking of granules and paraffin pellets

The warranty period for the sold packaged goods is counted from the date of production. The following warranty periods apply to granules and paraffin pellets of individual product groups:

- Low-oil content paraffins60 days
- Standard paraffins 30 days
- Paraffins for the production of grave lights:
 - with oil content up to 4% 21 days
 - with oil content between 8% and 15% 14 days
- Waxes and ceresins 30 days

Important notice!

- The product may only be transported and stored in a cool (maximum temperature of 25°C) and dry place, without exposure to sunlight and other sources of UV radiation.
- Granules of wax blends for candles may partially agglomerate during the warranty period; this agglomeration is temporary and can be eliminated by a mechanical impulse.

C. Warranty terms for paraffin emulsions.

The warranty period for the sold paraffin emulsion is counted from the date of its production and lasts for 6 months.

Important notice!

- The product may be transported and stored in the temperature range of 5 - 35°C, in closed packaging, without exposure to sunlight and other sources of UV radiation.
-

Issue date: 24.04.2023

Verified:

Approved:

SZEF BIURA TECHNOLOGII


Wojciech Szczypka

.....
Chief Technology Officer


.....
Commercial Director