

## QUALITY WARRANTY

The mission of OMNIRES is to create high-quality products. Before a product is released for sale, it undergoes numerous quality checks, including an assessment of the product after thousands of handling cycles. The tests performed relate to the functionality, durability and strength of the materials used. We are confident that any product purchased from our range will serve its purpose reliably for an extended time. Our team of specialists is always ready to assist you, providing technical support within the scope of this warranty and for a fee after the expiry of the warranty period. We also provide repair advice whenever possible, allowing you to replace only worn parts so as not to generate additional costs and to consciously care for the environment.

### Warranty Terms and Conditions

Please read these Warranty Terms and Conditions and use the Product as intended by following the rules of its correct operation described in the Installation and Maintenance Instructions enclosed with the Product. The Product's reliable and long-term operation is dependent on the User's knowledge and adherence to the guidelines specified in the Warranty Terms and Conditions and the Installation and Maintenance Instructions.

### General information

The guarantee for OMNIRES products within the territory of the country in which they were sold is granted by the authorised distributor, hereinafter referred to as the Guarantor. A list of authorised distributors is available at: <https://omnires.com/en/retailers>.

### Declaration of Warranty

The producer (hereinafter: OMNIRES) confirms the conformity of the Products with the labelling and their intended use, provided that their installation and use, including regular maintenance and care of the Products, comply with the guidelines and requirements set out in the Installation and Maintenance Instructions (hereinafter: Instructions), supplied to the Consumer together with the Product and available on OMNIRES'S website, i.e. [www.omnires.com](http://www.omnires.com). Liability under the warranty shall only cover material or workmanship defects arising from a cause inherent in the Product at the time of its delivery to the Consumer, which are identified during the warranty period.

The Consumer is obliged to check the completeness of the Product and verify the absence of damage and visible defects to the Product at the time of its collection. If the Product is installed despite the identification of visible defects, and it was possible to detect such defects prior to the Product's installation, the Guarantor shall not cover the costs of the Product's dismantling and reinstallation. This provision does not exclude or limit the Consumer's rights resulting from the warranty or provisions relating to the Product's non-conformity with the agreement.

The Product must be installed in such a way that it can be dismantled without damaging other equipment; the Guarantor shall not cover the costs associated with the repair or replacement of such equipment. The work needed to ensure unobstructed access to the Product (dismantling, removal of fittings or screens, etc.) must be carried out prior to the commencement of warranty work, by and at the expense of the Consumer.

The OMNIRES declares that the products have been approved for distribution and general use in the construction industry in accordance with the legal requirements valid. The colours of Products from the same collection may vary slightly and have different hues – this does not constitute a defect inherent in the Product but results from the standard production process.

## Warranty Period

OMNIRES products are covered by the following warranty protection:

- Bathroom and kitchen fittings collections: 5 years (10 years on the leak-tightness of the cast body, 2 years on thermostatic cartridges, shower and bath fittings, wastes, stoppers, and non-chrome coatings created using technology other than PVD);
- Bathroom accessories: 5 years (2 years on non-chrome coatings created using technology other than PVD);
- Baths and basins M+: 5 years (2 years on wastes);
- Ceramics: 5 years (2 years on toilet seats);
- Concealed frame systems: 5 years (2 years on flushing systems and flush plates);
- Shower enclosures and bath screens: 5 years (2 years on non-chrome coatings created using technology other than PVD);
- Shower trays: 5 years.

The warranty period is calculated from the date of purchase of the Product by the Consumer as shown on the proof of purchase.

## Reporting a Warranty Claim

Before making a claim, the Consumer is obliged to verify that the defect has not been caused by inappropriate transportation or storage, or through non-compliance with the Instructions: of installation, use, maintenance or care.

Any defects of the Product arising during the warranty period must be reported by the Consumer by means of a written notification submitted to the retailer where the Product was purchased by the Consumer.

The Consumer shall report any Product defects as soon as they are identified. To streamline the complaint procedure, the notification should be made as soon as possible, and no later than 7 days from defect identification. The notification must indicate the Consumer's contact details, the installation location of the Product, a detailed description of the defect identified, the circumstances in which it was identified, and photographic documentation if required. A document confirming the Product's purchase (for example, a receipt, invoice) must be enclosed alongside the defect notification. Unless expressly agreed with the Guarantor, when making a claim, the Consumer must not return the defective Product to the Guarantor or disassemble it independently.

## Warranty Services

The Guarantor shall respond to the claim request within 14 days from the date of its receipt. If a claim request is approved, the Guarantor may, at its own discretion: (1) repair the defective Product, (2) replace it, or (3) agree to refund the purchase price of the Product via the seller who sold the defective Product to the Consumer.

## Conditions and Exclusions

The Guarantor's liability under the warranty shall be excluded in the event of:

1. Natural wear and tear of consumable parts subject to periodic replacement in Products of a particular type, e.g.:
  - in the case of bathroom and kitchen mixers, these include: aerators, spray switches, filters, non-return valves, etc.;
  - in the case of shower enclosures, these are: runner parts, seals and hinges, etc.;
  - in the case of shower trays, these are: waste covers, floor drains included in the set, etc.;
  - in the case of accessories: toilet brush heads, dispenser pumps.
2. Damage caused by the precipitation of sediment and contaminants from the water being used or water from the mains water system.

3. Mechanical damage to the Product caused by the User of the Product or by third parties (scratches, dirt, dents, etc.).
4. Damage to the surfaces and coatings of the Product resulting from improper care and maintenance which is non-compliant with the guidelines set out in the Installation and Maintenance Instructions (in particular, resulting from the use of inappropriate care products for cleaning, such as sponges and scouring agents, cleaning agents containing solvents or acids – such as limescale remover, acetic acid and food-grade vinegar – as well as other agents not intended for the care of the product group to which the Product belongs, such as strong alkalis and detergents).
5. Defects of the Product caused by use, maintenance and care of the Product that is non-compliant with the Instructions.
6. Defects caused by installation carried out in breach of the Instructions, good building practice and the intended use, as well as those caused by the Product being installed using equipment or materials not-compliant with the Instructions.
7. Tampering with the Product (repair, modification) by persons who are not authorised service technicians of the Guarantor, or the use of non-original spare parts.
8. Damage to the Product occurring after its release from the Guarantor's warehouse, in particular, during transport, transfer, or improper storage, which does not result from causes inherent in the Product at the moment of its delivery to the Consumer. This applies, in particular, to damage occurring during transport between intermediary entities in the sales process or in the course of delivery to the Consumer.
9. Defects caused by inadequate protection of the Product during building work carried out by the Consumer (in particular, as a result of the use of inadequate protection materials, damage to coatings by soiling with mortar, plaster, paint, silicone, etc.).
10. Negligible defects, namely defects which, after the Product's installation, are invisible or do not affect the Product's functionality, safety or its value. In particular, this applies to characteristics resulting from the production process, including: air bubbles, pits, short shots, minor discolourations, small holes, or surface irregularities that occur on parts of the Product not visible after installation (for example, on the underside of basins or built-in components). Minor deviations of the Product from the required specifications that do not affect the functional value of the Product (e.g. in the case of ceramic products).
11. Minor deviations of the Product from the required characteristics, which do not affect its value, durability, or functionality. In particular, this concerns differences resulting from the production process and technologies used, namely: slight dimensional variations within technological tolerance limits, shade differences within the same collection, subtle variations in texture or gloss, and natural characteristics of materials (for example, ceramics, stone, dyed coatings).
12. Defects caused by temperature drops below 0 degrees Celsius in the room where the Product is installed or by the installation of the Product outside any building structure.
13. Damage resulting from force majeure events and natural disasters.
14. The purchase of a Product that is of:
  - sub-standard quality;
  - from a display;
  - at a reduced price, i.e. a Product that had defects due to which the price was reduced, of which the Consumer was aware and to which the Consumer agreed.

These Warranty Terms are effective from 1 September 2025.