

Warranty Terms and Conditions

Lamely3D

1. M Trading Slovakia, s.r.o., with its registered office at Horná Skotňa 3157/8, 024 04 Kysucké Nové Mesto, Company ID No.: 36 396 885, registered in the Commercial Register of the District Court Žilina, Section Sro, Insert No. 12714/L (hereinafter referred to as the “Seller” or the “Manufacturer”), provides a warranty for defects on its Lamely3D branded products, provided that they are installed in accordance with the enclosed installation instructions and used for their intended purpose.
2. The warranty for defects applies to Lamely3D products stored by the Buyer in accordance with the Manufacturer’s instructions, i.e., in indoor interior spaces.
3. The Seller provides a 24-month warranty for defects on Lamely3D branded products, commencing on the date the Buyer takes delivery of the product.
4. During the warranty period, the Seller or persons authorized by the Seller are obliged to accept claims regarding the product and, if defects are identified, to provide appropriate remedy.
5. The Seller shall determine whether a defect exists and decide on the method of handling the Buyer’s claim.
6. If the goods do not correspond to the information stated on the purchase document, this must be reported before installation.
7. The Buyer shall lose the warranty for defects particularly in the following cases:
 - Any cutting modifications have been made to the product.
 - The structure of the product has been altered.

The Buyer is required to submit an invoice together with the Complaint Report Form and any other attachments specified therein (the Complaint Report Form is published on the website www.lamely3d.com). Otherwise, the Seller is entitled to reject the claim.

8. The warranty does not apply to:
 - Mechanical damage and defects caused by failure to comply with transport, storage, and usage guidelines (including improper cleaning and maintenance).
 - Products damaged due to incorrect installation not in accordance with the enclosed installation instructions.
 - Products exposed to moisture or high temperatures.
 - Installation of the product.
 - Damage caused by animals.
 - Damage caused by overloading the product.

- Natural wear and tear.
 - Damage caused by force majeure beyond the control of the Seller or the Buyer (e.g., natural disasters).
 - Defects arising from improper storage during construction works.
 - Defects caused by the Buyer's negligence.
 - Missing parts identified after collection of the product.
9. Suitable cleaning and maintenance products that do not contain solvents must be used. The use of abrasive powders and cleaning pastes that may cause scratches or damage to the product surface is prohibited.
10. The Seller informs Buyers that products made from wood-like materials must be protected from moisture and stored horizontally on a flat surface.
11. These Warranty Terms and Conditions apply to products offered by the Manufacturer on the website lamely3d.com and form an annex to the Manufacturer's General Terms and Conditions for online sales via the website lamely3d.com. These Warranty Terms and Conditions enter into force upon their publication on the website lamely3d.com. The Manufacturer reserves the right to supplement, update, amend, or withdraw these Warranty Terms and Conditions at any time; however, the Warranty Terms and Conditions valid at the time of submission of the order via the website lamely3d.com shall apply to the Buyer.