



INTELLIGENT SUN PROTECTION

DURMI GUARANTEE

1.- Consumers or users

The products manufactured by INDUSTRIAS DURMI S.A. comply with the legal provisions contained in the Royal Legislative Decree 1/2007 of 16 November, which approves the Revised Text of the General Law for the Defence of Consumers and Users in its wording given by the Royal Decree-Law 7/2021 of 27 April on the transposition of European Union rights (coming into force on 1 January 2022).

For this purpose INDUSTRIAS DURMI S.A. shall be liable for any lack of conformity that exists at the time of delivery or supply and that becomes apparent within 3 YEARS of said delivery.

Those who, without being final recipients, acquire, store, use or consume goods or services with the aim of integrating them into production, transformation, commercialisation or provision processes for third parties, will not be considered consumers or users.

In order to have access to the guarantee, it will be essential to accredit the acquisition of the product by means of the corresponding presentation of the purchase invoice and delivery note.

2.- Professionals

INDUSTRIAS DURMI S.A. grants a guarantee period of the supplied product for a period of ONE YEAR from the invoice date (product guarantee).

In the event that INDUSTRIAS DURMI S.A. has installed the product, a guarantee period of ONE YEAR is granted for the installation work, starting from the completion of the same.

The guarantee granted by INDUSTRIAS DURMI S.A. is conditional on the correct use of the product supplied, as well as the performance, normal characteristics and normal deterioration of the product.

Exclusions

- Incorrect use or manipulation of the product by personnel not employed by INDUSTRIAS DURMI S.A.
- Deterioration of the product due to external agents, such as lime, application of obstructive or corrosive chemical products.
- Inadequate maintenance, lack of cleaning.
- Use of spare parts from outside the DURMI brand.
- Malfunctions or incorrect operation due to voltage faults or inadequate electrical installations.
- Habitual wear and tear, maintenance or replacement of consumables.
- Damage resulting from force majeure, especially extraordinary atmospheric and meteorological phenomena (hail, gusts of gale force winds, lightning, etc.).