

HOW DO YOU USE THE 2 YEAR OR OTHER WARRANTY ON VAL-TRAVEL CAMP PRODUCTS?

(Depending on the product, the warranty may be listed separately for each product)

WARRANTY TERMS OF VALIDITY

CONDITIONS OF WARRANTY AND APPROVAL OF THE COMPLAINT

Dear customers, please read the warranty conditions before you claim a defect on our product, so that you can determine in time whether your complaint meets the warranty conditions. A typical example of a complaint not covered by the warranty is damage to the product caused by deliberate or unintentional contact with an external hard object. For example, a blow to the curb, causing damage to the material, etc. Also tears of soft material are not covered by the warranty. The warranty also does not cover tears of the outer mesh material, caused by an outside object or friction from the inside. Another example of the invalidity of a warranty is use for purposes for which it was not originally intended. The purpose, intensity and terms of use of our products are clearly stated on the larger labels placed on the product, along with the price, item number and model. The warranty does not cover changes in colors and materials due to washing in the washing machine. THE WARRANTY IS VALID ONLY FOR PRODUCTS USED IN ACCORDANCE WITH PRESCRIBED STANDARDS.

Warranty conditions do not apply in case of:

- 1) Products for which the valid warranty period has already expired
- 2) Damage caused by improper use
- 3) Accidental damage to the product
- 4) Products that do not have an original serial number

The relevant invoice is your guarantee. When claiming a return of a product, you must show the original invoice or the invoice you received when purchasing the product. We ask the customer to keep the original purchase invoice.

In case of a complaint, prepare the product in its entirety (eg with extras, laces, any labels, etc.). If we cannot identify the product as one of our own sold products, complaints cannot be processed.

Our employees will check whether the warranty covers the return of the product. If the product has a manufacturing defect, we will repair or replace it with a new product. If we cannot repair the product or replace it with a new product, we will refund the amount of the product you paid. If the product does not meet the warranty conditions for a manufacturing defect or warranty period, the complaint cannot be processed.

The warranty covers manufacturing defects or hidden defects of the product other than wear and tear from normal use. The warranty does not cover damage caused to the product as a result of improper external actions, in terms of willful or unintentional damage to the item. In particular, Val Travel Camp is liable for any defect that exists at the time of purchase of the product related to consumer goods in the sales contract. In the event that a claim is made up to 30 days after the purchase of the product, Val-Travel Camp is obliged to prove the existence or not of a defect. After the expiry of 30 days, this obligation passes to the user.

You can make a complaint by appointment in the Val-Travel Camp store, where you must present the tax invoice (invoice) for the purchase of the product for which you are making a return request. If you do not have an invoice, your claim will not be accepted. Alternatively, you can apply for a complaint

through our website, but you will bear the cost of delivering the product to us. After 14 days from the date of delivery of the product to the buyer, the seller is not obliged to accept the complaint. The cost of resending and returning the product for approved complaints will be borne by the seller.

In order to comply with the sales agreement and to avoid manufacturing defects, consumer goods must have the usual quality and characteristics of goods of the same kind that the user can reasonably expect, taking into account the nature of the consumer goods and the public statements of Val-Travel Camp, the manufacturer or his representatives about the specific properties of that product, which appear in the advertisement, description (subject to typographical errors) or on the label of consumer goods.

To avoid doubts or ambiguities, Val-Travel Camp states the goal, the method and possibly the frequency of use for each type of goods on its website - www.kampoprema.val-travel.com

If the user returns the goods without a justified reason or without having read or followed the instructions in the user manuals on the maintenance of the equipment displayed on the website, the claim will be considered unfounded.

You can choose how to return the goods and whether you want to insure the shipment against loss, theft or damage. Val-Travel Camp does not cover any part of these costs and is not responsible if the shipment is lost and / or damaged.

A product that the buyer does not pack in protective packaging that protects the product against damage during transport and handling, will be returned to the buyer without obligation upon return to the seller for a complaint. (this only applies in case of insufficiently packaged shipment, which can lead to product damage).

In addition, you are responsible for packaging the goods in such a way that there is no risk of damage or deterioration of the quality during transport and return delivery to us.

Keep your invoice (payment document). It's your guarantee! An invoice is required for all exchanges and / or returns at Val-Travel Camp stores, as well as for all online purchases.