

SPORTANDEM S.L.

WARRANTY

I. Legal Guarantee

Consumers have the right to enjoy a legal guarantee of two years. This covers the lack of conformity with the products at the time of delivery. The seller undertakes to replace or repair the products in question (or parts) free of charge, provided that the proper use of the products has been respected. The seller reserves the right to change the item if the costs of a repair are disproportionate or if the repair is impossible. The user must inform the seller of the lack of conformity within 2 months of becoming aware of it. It is very important to keep the purchase ticket or proof of it to make this guarantee effective.

II. Commercial Guarantee

After the first two years covered by the legal guarantee, Sportandem S.L. offers an additional guarantee up to 7 years on its products. To apply it, it will be necessary to keep the receipt or purchase ticket. To make this guarantee effective, it will be necessary that the product has been used correctly, that the failures that it presents are not due to improper use, and that its origin can be verified that it is due to a factory defect, therefore, if you have any problem with a product of Sportandem SL and this is due to manufacturing defects in the material or workmanship, Sportandem S.L. will repair or replace, at its discretion, the product in accordance with the conditions set forth in this document.

- ***Warranty application***

The warranty granted by this document applies exclusively to the first buyer or the recipient of the product.

- ***Coverage***

This warranty only covers manufacturing defects in zippers, handles, handles, box and wheels and does not cover damage caused by misuse (such as transporting out of the ordinary objects), bar twisted by impact or excessive weight support, negligence, accidents, scrapes, exposure to extreme temperatures, solvents, acids, water, normal wear and tear, or transportation damage (for example by airlines).

The Repair Center will determine whether or not the problem is covered by the Sportandem S.L. If the warranty is applicable, you will be notified if the product will be repaired or replaced. The repair or replacement costs will be borne by Sportandem S.L., including the return costs to the owner of the repaired or replaced product. If the product must be replaced and is no longer manufactured, Sportandem S.L. replace it with a product of Sportandem S.L. equivalent.

- ***Misuse of the guarantee***

Despite the fact that any company can carry out the maintenance or repairs of its product out of warranty, Sportandem S.L. It requires that you exclusively use our communication channels for repairs or changes, covered by the warranty. Improper or incorrect maintenance or repairs void this warranty.