

General Warranty Terms

Termo-fol sp. z o.o.

Version 10/2026 – applies to products purchased on or after 7 October 2026

§1. General provisions

1. The guarantor is **Termo-fol sp. z o.o., ul. Józefa Marcika 4A, 30-443 Kraków, Poland, KRS 0000544694, NIP 6762485192, REGON 360819770.**
2. The warranty applies only to products purchased from Termo-fol sp. z o.o. (including the termofol.pl online shop and its language versions) or from authorised points of sale and authorised distributors of Termo-fol. It is valid in the Member States of the European Union and of the European Economic Area, provided that the product is used in that territory.
3. The warranty confirms that the products have been manufactured with due care and are intended for proper use in accordance with the instructions.
4. The warranty does not limit the rights arising from the statutory warranty for defects (rękojnia). If the buyer is a consumer, this commercial guarantee is provided in addition to the consumer's statutory rights in the event of a lack of conformity of the goods, including those under the mandatory provisions of the country of the consumer's habitual residence. The consumer is entitled to these remedies from the seller free of charge; this warranty does not exclude, limit or suspend them.
5. It covers only defects resulting from causes inherent in the product, provided that:
 - the product has been correctly selected, installed and used in accordance with the operating instructions,
 - there is no damage caused by external factors, accidents or force majeure,
 - only suitable original accessories have been used,
 - the transport, storage, installation and operating recommendations (including cleaning and maintenance) have been followed.
6. The user must document the installation (including the electrician's licence number or another document proving the electrician's qualifications required in the country of installation, and the measurement results).
7. To extend the warranty, the product must be registered by e-mail to support@termofol.pl within 30 days of purchase.
8. The warranty expires in the event of interference by unauthorised persons, modification of the product or use of the product contrary to its intended purpose.
9. It does not cover heating systems made up of components from other manufacturers. The insulating underlay is not an integral part of the heating system and does not affect the warranty.
10. The extended and lifetime warranties are available only to the first owner of the product and are not transferable.



§2. Warranty period

The warranty period runs from the day the product is handed over to the buyer, and at the latest from the time of installation or first use.

Product	Standard period	Extended after registration
Heating film TF	6 years	up to 15 years
Diamond film DTF	6 years	up to 25 years
Heating mat TF-HM	25 years	lifetime
Constant-wattage heating cables	25 years	lifetime
Cables TF-KZT / TF-KGSR / TF-CW-SR	2 years	—
Outdoor heating mats TF-OHMAT	10 years	—
Heating panels, radiators, thermostats, electric fire-places, heaters, accessories (connectors, underlays, tapes)	2 years	—

§3. Warranty claims

1. Claims must be submitted to the guarantor using the claim form at www.termofol.pl/en/warranty. For products that can be returned, all that is required for the claim to be examined is to attach photographs, a description of the fault and the proof of purchase to the claim and to send the defective product to: **Termo-fol sp. z o.o., Dział Reklamacji i Serwisu (Complaints and Service Department), Targowisko 587, 32-015 Kłaj, Poland**. For permanently installed materials (e.g. heating mats), an expert assessment or an expert opinion may be required. Guarantor's contact details: e-mail support@termofol.pl, telephone +48 12 376 86 00, +48 790 290 158, +48 518 431 910.

The claim must include:

- the product name and serial number, the date of purchase and the sales document number,
 - a scan of the warranty card bearing the installer's licence number (or the other document referred to in §1(6)),
 - the address where the product is used,
 - the date, a description of the fault and the circumstances in which it was discovered.
2. Once a defect has been found, the buyer must immediately stop using the product and protect it against further damage.
 3. At the guarantor's request, the buyer shall make the product available for inspection, photo/video documentation or an expert assessment.
 4. The guarantor shall, at its discretion, remedy the defect or replace the product with a new one. The guarantor will inform the buyer of the chosen remedy or that there are no grounds for accepting the claim.

5. Claims are processed within 14 working days of receipt of the complete claim, unless the assessment requires an expert opinion, an inspection of the product or contact with the manufacturer of the relevant component.
6. Repair or replacement takes place within 30 working days of acceptance of the claim.
7. The warranty period is extended by the time between notification of the defect and its remedy or delivery of the new product.
8. If the buyer receives a complaint from its end customer, it must allow the guarantor to take part in all stages of the complaint procedure in order to establish the cause of the defect, replace the product or remedy the defect.
9. Acceptance of a complaint by the buyer towards its end customer is not binding on the guarantor without the guarantor's prior approval.
10. A company that purchases products from the guarantor is not entitled to claim compensation for any additional costs incurred in connection with a complaint or repair.
11. The warranty does not cover the costs of removal, reinstallation, transport or third-party services, unless consumer protection law provides otherwise.
12. In exceptional cases, the guarantor may grant commercial compensation without accepting liability under the warranty.

