

SEGRA.SEGRA

WARRANTY AND POST-WARRANTY FORM

All of our products are covered by a statutory warranty period of 24 months from the date of delivery.

The warranty covers manufacturing defects, material defects, and workmanship defects that were present at the time of delivery or become apparent during the warranty period as a result of a manufacturing or material fault.

For a period of 12 months from the date of purchase, we accept claims relating to functional components and construction elements of the product, including zippers, snap fasteners, buckles, straps, seams, and other components, provided that the damage is caused by a manufacturing or material defect.

The warranty does not cover:

- normal wear and tear resulting from use of the product,
- mechanical damage caused by use, accident or improper handling,
- damage caused by failure to follow maintenance instructions,
- changes in the appearance of the material consistent with normal use (e.g. change in color saturation in natural materials),
- damage caused by excessive stress on the product,
- wear or damage to zippers, snaps, buckles, straps and other stressed components after 12 months from purchase.

Products designed for everyday wear naturally undergo changes in appearance and performance over time depending on the frequency and intensity of use. Such changes are considered normal wear and tear and do not constitute a manufacturing defect.

REQUESTED RESOLUTION: WARRANTY CLAIM OUT-OF-WARRANTY REPAIR (Price list on the website)

We only accept WASHED goods, free from all dirt and hygienically safe. Do not wash accessories in a washing machine, only by hand. If you bring the goods unwashed, we can wash/clean them at our place, the price is 300 CZK + repair.

WASHED/CLEANED UNWASHED + 12 EUR

Complaints will be handled without undue delay, no later than 30 days from their application.

The Out-of-warranty repair period is 2–6 weeks depending on the extent of the damage and the current capacity of the production facility.

We will inform you by e-mail about the recognition of the complaint or acceptance of the post-warranty repair.

Attach the completed **form** to the goods and bring or send it to our Showroom.

FIRST AND LAST NAME:

ADDRESS:

PHONE / EMAIL:

BANK ACCOUNT NUMBER:

ORDER NUMBER / RECEIPT / INVOICE:

PRODUCT NAME:

SIZE:

DEFECT DESCRIPTION:

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SEGRASEGRA SHOWROOM

Františka Křížka 1394/27, 170 00 Praha 7

Czech Republic

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Date and signature: