

WARRANTY

AF OceanGuard are covered with a 36-month warranty coming into effect on date of invoice. An additional 12-month warranty is available to customers who register their AF OceanGuard kit within 30 days from the date of purchase via the form: www.afoceanguard.com. Aquaforest warranty covers only defects resulting from causes inherent in the sold product. Under the warranty agreement, Aquaforest will repair or replace defective parts. The condition for repair or replacement is to attach proof of purchase. Warranty repairs should only take place via the Aquaforest sales network, directly in the showroom where the product was purchased.

WARRANTY TERMS AND CONDITIONS:

1. Aquaforest provides the buyer with the high quality and properly functioning aquarium set, provided that it is properly installed and used as intended.
2. In case of a defect, Aquaforest undertakes to remove the defect or replace the product according to the rules listed below. The warranty covers all AF OceanGuard sets sold by an authorized Aquaforest seller. The warranty excludes products purchased on the aftermarket.
3. Aquaforest guarantees the proper quality of its products while maintaining all the rules of their use as intended within 2 years from the date of purchase with a confirmed receipt or invoice.
4. Defects or damage caused during transport should be reported on the day of delivery, preferably by courier or seller.
5. The warranty does not cover mechanical damage resulting from improper transport or inadequate packed.
6. The basis for considering the complaint by Aquaforest is a properly filled warranty card with attached proof of purchase.
7. Complaints about defects covered by the warranty shall be made by the Buyer in writing or by e-mail to the Seller or the Manufacturer within no more than 7 days from the date the defect is revealed.
8. Handling the complaint will take place within 14 working days from the date of submitting the complaint to the Aquaforest in writing or by e-mail.
9. A delay in handling complaint does not occur when a representative of the Aquaforest came to the Buyer on the agreed date and could not make complaint actions for reasons attributable to the Buyer.
10. The Buyer will be notified about the repairing or considering the complaint unjustified by the Aquaforest immediately by creating a complaint protocol that will be forwarded to the Buyer. In all the other cases, in writing or by e-mail within 14 working days from the date of submitting the complaint to the Aquaforest.
11. The method of handling the complaint, when the defect found during the examination is:
 - Removable in non-factory conditions - the defect will be repaired at the Customer's.
 - Removable only in factory conditions - the defect will be removed at the Manufacturer's.
The manufacturer may also replace the defective item with a new one by arrangement with the Customer.
 - Indelible - the complaint will be handled by replacing to the new, free from defects product.
12. The Customer will be informed by the Aquaforest about the chosen way to handle the complaint within 14 days from the date of accepting the complaint.
13. If the Buyer has prevented repair of removable defects, it is considered that he resigns from the rights arising from the warranty card.

THE WARRANTY DOES NOT COVER:

- dirt, the effect of improper cleaning attempts, as well as damage caused by pets and damage caused by improper use
- design changes, alterations or use of unoriginal parts by the customer
- damage resulting from improper or not adequate packing in transport, handling, assembly and use
- products purchased at a reduced price as ex-display or damaged products
- shortages in set elements reported later than two days from the date of the product delivery
- scratches occurred during use
- glass damages due to impact from both the inside and outside the aquarium
- unsealing the set after more than 30 days without water after the first filling up

The warranty does not cover defects resulting from other reasons, especially those resulting from:

- external factors: mechanical damage
- installing and using the product not as intended
- incorrect installation and maintenance
- damage resulting from the use of non-original accessories or those not in accordance with the instructions

The warranty does not cover normal wear and tear.

WARRANTY LOSS CAUSES:

- any modifications, including cutting, drilling and plumbing modifications
- using other cabinet than the one included in the set
- misuse of the object
- improper maintenance

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