

POLKABIKES

Warranty card

Terms & Conditions

POLKABIKES

WARRANTY TERMS AND CONDITIONS

Please read the content of this warranty card thoroughly and follow the instructions in the user manual for bike.

- The seller (guarantor) grants a 24-month warranty on the purchased bike. The warranty duration begins on the date of purchase.
- The seller provides good quality and proper functioning of bicycle. The bicycle provided to the customer should be after the so-called „0” inspection – fully assembled, adjusted and ready for immediate use. The “0” inspection is free of charge.
- The bicycles sold without the „0” inspection (unassembled, unadjusted, in an incomplete state) or purchased by mail order are not covered by the warranty. In such case, the acquisition of rights under the manufacturer’s warranty is possible only after having the inspection, pursuant to point 4.
- The consumer may implement the rights deriving from the manufacturer’s warranty beyond the point of purchase, if in the bicycle service centre chosen by him/her, he/she will have an additional, paid inspection, including the recommended servicing activities as part of „0” inspection, listed in section “Certification of performed periodic inspections”. This fact must be confirmed in the warranty card together with a description of the bicycle condition. The “0 inspection” should be performed immediately after the purchase of bicycle and before the beginning of its use.
- If the product is not in conformity with the contract, the purchaser may demand bringing the product to a condition stipulated in the contract through free of charge repair, and in the case where repair is not possible or commercially viable, he/she has the right to demand the product to be replaced with the one that is in conformity with the contract. The seller is obliged to express an opinion on the purchaser’s claim within 14 days. In the case of failure to meet that deadline, it is considered that the seller acknowledges the purchaser’s claim as justified. When determining the reasonable period of time for repair or replacement, a scope of repair and necessity of performing essential road trials and tests after repair shall be taken into account. The repair period must be given to the purchaser at the time of his/her reporting the non-conformity with the contract. Under warranty, the defective parts shall be replaced or repaired at the guarantor’s expense. The purchaser is entitled to have the bicycle replaced or have the costs reimbursed, only in the case where a manufacturing defect is impossible to be removed. The purchaser may not rescind from the contract if the non-conformity of the consumer product with the contract is insignificant.
- The major defects include:
 - crooked frame (double track),
 - frame crack due to material defect,
 - fork asymmetry,
 - fracture of a crank axle,
 - fracture of a wheel rim due to assembly defect.The occurrence of the above-mentioned defect entitles the purchaser to demand the bicycle replacement or cash reimbursement.
- The implementation of warranty rights and obligations, including reporting and accepting a bicycle for repair, is performed in the Seller’s service centre, at the Seller’s address indicated by him in the warranty card issued to the Purchaser.
- The bicycle must be clean. The seller or service centre acting on his behalf has the right to refuse to repair a dirty bicycle or to charge the purchaser with the costs of cleaning. The purchaser loses the aforementioned rights, if within two months from the observation of non-conformity of the product with the contract he/she does not notify the seller about it.
- A product shall not be considered as not in conformity, if the changes occurring within it are the results of normal wear and tear. This applies particularly to: tires, brake blocks, inner tubes, chain, crank shield, freewheel gear wheels and rear sprocket, handlebar grip or tape, saddle, cables and housings, and also mechanical damages to the coating and frame and centering the wheels. The purchaser may not demand from the seller free of charge current service of bicycle defined in the user manual.
- The basic servicing activities include:
 - tightening the threaded connections,
 - maintenance and lubrication,
 - adjustment of mechanisms - brakes, derailleurs, hubs,
 - adjustment of chain tension,
 - adjustment of brake cables tension,
 - adjustment of saddle height,
 - maintaining the proper tire pressure.This does not restrict the freedom to conclude the contract between the seller and purchaser on the performance of additional, paid inspection of bicycle.
- The damaged bicycle must be delivered to the service centre in the condition, in which it broke down. The delivery of the removed parts that are damaged to the service centre shall not be considered as reporting of non-conformity with the contract, and any repair or replacement of parts shall be performed at the purchaser’s expense, unless the parties agree otherwise.
- A series of damages may not be the basis of warranty claims as they are a consequence of gross negligence on the part of the user, among others:
 - Damage of threads on the crank arm, as a result of riding with not tightened pedals,
 - Damage of holes on the crank arm, as a result of not tightening the screws of bottom bracket axle,
 - corrosion of galvanised and aluminium elements of bicycles stored in damp rooms or outdoor, e.g. on the balcony,
 - corrosion of bearings and internal components of suspension fork, as a result of cleaning bicycle with high pressure washer or lack of periodic maintenance,
 - damage (cracking) of tire side surface, as a result of riding with under-inflated tires or storing bicycle in the place where it has been exposed to direct sunlight.
- The cause of numerous damages that are not covered by warranty includes the mechanical damages resulting from overloading and accidents. The most common includes:
 - damage, deformation of wheel rim and related to it cracking of wheel spokes,
 - bending or breaking the rear derailleur hook,
 - damage of rear derailleur and rear wheel spokes,
 - bending the saddle post,
 - bending or breaking the saddle support frame,

- crack on the saddle cover,
 - bending the crank sprocket and deformation of front derailleur, as a result of gear shifting under load,
 - damage of suspension fork arch, legs or crown,
 - violation of frame geometry.
- In order to eliminate the possible misunderstandings, the service centre, at the moment of receiving the bicycle for repair and later after the repair, should describe the bicycle condition in detail. It is in the interest of purchaser to ensure that the description is consistent with the actual state.
 - In the case of the seller’s refusal to repair the bicycle under warranty, the purchaser has the right to request a written explanation.
 - The purchaser has the right to appeal against the decision issued by the seller. The appeal is to be addressed to the manufacturer, accompanied by a set of documents related to the warranty claim.
 - The service centre is obliged to record a warranty repair by means of an entry in the warranty card.
 - The purchaser loses the aforementioned rights, if he/she will:
 - use the bicycle contrary to its purpose or user manual,
 - make any structural changes,
 - make any change of sub-assemblies not complying with the bicycle specification,
 - change any records in the warranty card,
 - lose a receipt (contract) and warranty card, or if any entries in such documents are illegible.
 - The manufacturer of bicycle is:
Polka Bikes sp. z o.o. 6 Sierakowska Street, 05-080 Izabelin
e-mail: kontakt@polkabikes.pl
 - The warranty covers the territory of the Republic of Poland.
 - These warranty terms and conditions do not exclude, limit or suspend the rights of the purchaser arising from the Act of 27 July 2002 on specific conditions of consumer sales and the amendment to the Civil Code, Journal of Laws 2002, no. 141, item 1176.

EXTENDED WARRANTY ON BICYCLE FRAME

The company Polka Bikes sp. z o.o. offers for the frame of the purchased bicycle after the expiry of the 24-month warranty period that complies with the provisions of the Act, an extended warranty for the original purchaser listed in the Warranty Card for the whole service life. This means a maximum warranty period from the date of purchase of the bicycle by the original purchaser, under the following conditions:

- The original purchaser, referred to in this warranty, must be a natural person, which has purchased the bicycle for his/her personal recreation needs (not for the purpose of business or other gainful activity or for racing purposes) and uses his/her bicycle for these personal recreation needs. This extended warranty cannot be transferred to another person – in the case where the original purchaser transfers the ownership to another person, the extended warranty expires.
- The bicycle will be registered in the system of the Polka Bikes sp. z o.o. company on the www.polkabikes.pl website up to 60 days of the purchase and the registered data will be consistent with the data in the bicycle warranty card.
- When making a warranty claim, the original purchaser submits a correctly filled original of the warranty card and the original proof of purchase.
- During the extended period of warranty, the bicycle will be submitted to regular annual technical checks in a professional bicycle service centre and these checks will be recorded in the Warranty Card in the form of list of performed activities.
- The bicycle submitted for a warranty claim must be complete, the frame must not be submitted separately, without any changes in the lacquer coating, unless the parties agree otherwise. The components or component sets, if they have been changed during the bicycle usage must be in accordance with the original bicycle specification.
- The subject of the extended warranty is the frame construction only, not the frame lacquer coating.
- The costs of bicycle components, which have to be replaced following the replacement of frame and related change of tube diameters and the service work related to this, are covered by the purchaser (the original purchaser).
- The extended warranty does not cover the carbon frames.
- The necessary prerequisite for using the extended warranty on the bicycle frame is that all the above-mentioned conditions are met in full. In the case where any of the above-mentioned conditions is not met, or is met partially, the rights for the extended warranty on the bicycle frame will expire. The manufacturer guarantees that during the extended period of warranty, he will replace the bicycle frame at his own expense, if the defect is caused by material or manufacturing faults.
- The manufacturer declares that during the extended period of warranty, the purchaser – previously defined as the original purchaser of the bicycle – is not entitled to any rights other than the right to replace the frame, under the terms and conditions stipulated in this warranty in the part titled “Extended warranty on bicycle frame” and such extended warranty does not cover any other rights.
- Due to the possibility of limited availability of the original frame model, the replacement period may be longer than 30 days, whereby the manufacturer undertakes to deliver it as soon as it is possible. The manufacturer reserves the right to deliver the frame from the current production with similar technical parameters, of the same quality, but not the same colour.
- The person authorised to implement the extended warranty on the bicycle frame is the bicycle seller – the seller has the right to decide whether the warranty claim will be accepted and how it will be settled.
- The extended period of warranty – over the standard period – constitutes a voluntary act of Polka Bikes sp. z o.o. and no provisions of the Act, Civil Code or other legal provisions of general nature refer to it, but only the terms and conditions of this warranty, stipulated in the part titled “Extended warranty on bicycle frame” apply to it.
- The rights for the extended warranty on the bicycle frame will expire, in the case where the conditions specified by the manufacturer during its duration are not met.

I hereby confirm that I have read the warranty terms and conditions and I do not raise any objections to them.

Date of purchaseSignature.....

Remember to register your bicycle on www.polkabikes.pl

POLKABIKES

Warranty Card

Date of purchase:.....

Seal and signature

Bicycle data			
Model	Name	Size	Other modifications introduced by guarantor
Polka for Everybody	<input type="checkbox"/> Postman <input type="checkbox"/> Steeler <input type="checkbox"/> Aurora <input type="checkbox"/> Pianist <input type="checkbox"/> Candy <input type="checkbox"/> Sunbather <input type="checkbox"/> Bottle <input type="checkbox"/> Electrifier <input type="checkbox"/> Patriot <input type="checkbox"/> Other	<input type="checkbox"/> 44 cm <input type="checkbox"/> 54 cm <input type="checkbox"/> 48 cm <input type="checkbox"/> 58 cm <input type="checkbox"/> 50 cm <input type="checkbox"/> 60 cm	
Polka Pista	<input type="checkbox"/> Squall <input type="checkbox"/> Tornado <input type="checkbox"/> Typhoon <input type="checkbox"/> Cyclone <input type="checkbox"/> Zephyr <input type="checkbox"/> Other	Handlebar <input type="checkbox"/> Bull's horn <input type="checkbox"/> Riser <input type="checkbox"/> Other <input type="checkbox"/> Dropdown	
Polka for Ladies	<input type="checkbox"/> The Sunbaherin <input type="checkbox"/> Postwoman <input type="checkbox"/> Other <input type="checkbox"/> Plum <input type="checkbox"/> Candy	Drive train <input type="checkbox"/> Automatix <input type="checkbox"/> Nexus 3 <input type="checkbox"/> Fixie <input type="checkbox"/> Oher	
Polka City	<input type="checkbox"/> Suitor <input type="checkbox"/> Candy <input type="checkbox"/> Duchess <input type="checkbox"/> Courier <input type="checkbox"/> Mint <input type="checkbox"/> Other	<input type="checkbox"/> Freewheel	
Custom	Name of base model used for modification		
Frame number / bicycle number		First purchaser	

Warranty Claims

<p>Date of filing.....</p> <p>Date of defect occurrence.....</p> <p>Damage description.....</p> <p>.....</p> <p>Claimant request.....</p> <p>.....</p> <p>Way of claim settlement.....</p> <p>.....</p> <p>Remarks:</p>	<p>Date of filing.....</p> <p>Date of defect occurrence.....</p> <p>Damage description.....</p> <p>.....</p> <p>Claimant request.....</p> <p>.....</p> <p>Way of claim settlement.....</p> <p>.....</p> <p>Remarks:</p>
---	---

POLKABIKES

Certification of performed periodic inspections		
“0” inspection	List of servicing activities to be performed as part of “0” inspection: <ul style="list-style-type: none"> <input type="checkbox"/> tightening the front hub screws (recommended torque value 24-28 Nm) <input type="checkbox"/> tightening the rear hub screws (recommended torque value 28-32 Nm) <input type="checkbox"/> tightening the saddle post clamp (recommended torque value 16-18 Nm) <input type="checkbox"/> tightening the screws fastening the stem to the steering tube and screws fastening the handlebar to the stem (recommended torque value 12-14 Nm) <input type="checkbox"/> tightening the left and right crank arms (recommended torque value 40-45 Nm) <input type="checkbox"/> adjustment of chain tension using the tensioners, <input type="checkbox"/> centering the wheels, if needed, <input type="checkbox"/> inflating the wheels to minimum of 6.5 bar, if needed. Date, seal and signature of company performing the “0” inspection.	
Inspection in the first month of using bicycle	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works
Periodic inspection and/or repair	Date, seal and signature	Scope of works

POLKABI**KES**

Remember to register your bicycle on www.polkabikes.pl