



General Terms of Sale and Trade Cooperation

(GTS)

in force in SIERANT sp. z o.o. sp.k. with its
registered office in PIOTRKÓW TRYBUNALSKI
dated 06.02.2023

1. These general terms of sale, hereinafter referred to as "GTS", shall apply exclusively to economic entities and other entities that are not consumers, hereinafter referred to as "the Buyer".
2. The "Seller" shall be Sierant sp. z o.o. sp.k. with its registered office in Piotrków Trybunalski, hereinafter also referred to as the Company.
3. These general terms of sale are a complete and only contractual arrangement binding on the Parties with regard to the sale of goods. Any other regulations applied by the Buyer shall not apply.
4. The terms of sale and trade cooperation presented below constitute a binding part of each sales agreement concluded and shall be treated as known at the time of collection of the goods, unless the parties have agreed on other special conditions in writing.
5. These general conditions of sale and trade cooperation are not permanent. SIERANT sp. z o.o. sp.k. reserves the right to introduce changes to the GTS without the Buyer's consent. Changes to the general terms of sale and trade cooperation shall each time enter into force within 2 days of their publication on the website www.sierant.pl/en in the "Downloads" tab. The fact of introducing changes and publishing new GTS on the website will be communicated by Sierant sp. z o.o. sp. k. via e-mail.
6. If the Buyer has permanent trade relations with SIERANT Sp. z o.o. Sp.k. the adoption of the GTS by the Buyer at the first order is deemed acceptance for all other orders and agreements until their contents are amended or their application is canceled.

I. Price offer, samples

1. SIERANT sp. z o.o. sp.k. sells goods to the Buyer according to the current price list valid on the day of placing an order by the Buyer.
2. The prices in the price list are net prices and do not include tax, insurance, customs duties or costs of loading or transport. They are EXW (Incoterms 2000) prices, i.e. ex works from SIERANT sp. z o.o. sp.k. warehouse in Piotrków Trybunalski.
3. Price offers and other advertisements of goods offered by Sierant sp. z o. o. sp. k. are solely of informative nature, and product samples are reference materials. Publishing by Sierant sp. z o. o. sp. k. advertisements, offers of goods, as well as presenting samples of goods does not constitute a trade offer or assurances about the characteristics of goods sold by Sierant sp. z o. o. sp. k.

II. Orders

1. Orders should be placed on the order forms available on the website **www.sierant.pl/en** in the "Downloads" tab, or include all parameters consistent with the production and technical requirements of Sierant sp. z o.o. sp.k.
2. Orders should be sent only to the following e-mail addresses: **zamowienia@sierant.pl** or **orders@sierant.pl**
3. The order should be signed by persons authorized to represent and make binding declarations of will on behalf of the Buyer. The persons authorized to make declarations of will on behalf of the Buyer are specified in the Client Card (CKK document). Orders placed on public holidays or after 12:00 will be treated as if they had been placed on the next working day and their completion date is counted from that day.
4. The production lead times for orders placed by the Buyer are specified in the Appendix "Order production dates" (appendix 1 to the GTS) and are available at **www.sierant.pl/en** in the "Downloads" tab. The Producer reserves the right to set an individual deadline for the completion of the order.
5. The moment of concluding the agreement is the moment of confirming the acceptance of the order with the indication of delivery dates.
6. SIERANT z o.o. sp.k. shall have the right to refuse to accept the order without stating reasons. The refusal to accept the order will not have any negative consequences for SIERANT sp. z o.o. sp.k.
7. In the case of confirmation of an order with changes or reservations, the agreement is concluded at the moment of confirmation by the Buyer of its acceptance of the offer with changes or reservations. If within 3 days SIERANT sp. z o.o. sp.k. does not receive confirmation of acceptance of the offer by the Buyer with changes or reservations, the agreement shall be deemed not to have been concluded. The order completion date is counted from the moment of final clarification of changes and reservations. In order for a previously canceled order to be completed, the Buyer is obliged to place it again.
8. Oral agreements, assurances, promises and guarantees made by employees of SIERANT sp. z o.o. sp.k. in connection with the conclusion of an agreement or submission of an offer are not binding on the parties.
9. If, for reasons beyond the control of SIERANT sp. z o.o. sp.k. and concerning the Supplier or producer of goods, SIERANT sp. z o.o. sp.k. is unable to perform the agreement in whole or in part, it shall have the right to withdraw from it in whole or in part. SIERANT sp. z o.o. sp.k. shall not be liable for any damage caused by the above, of which the Buyer shall be informed.

III. Terms and conditions of delivery, transport

1. The method of delivery will be determined by SIERANT sp. z o.o. sp.k. together with the Buyer. The following forms of collection are possible:

- a) Personal collection at the registered office of SIERANT sp. z o.o. sp.k. with the Buyer's own means of transport during the company's working hours from 8:00 to 14:00. The person collecting the goods should have a personal authorization to collect the goods, signed by a person authorized to represent the Buyer on the "Authorization to pick up goods" form (appendix 2 to the GTS) and available at **www.sierant.pl/en** in the "Downloads" tab. Personal collection is only possible upon a written notification at least 24 hours in advance to e-mail addresses: magazyn@sierant.pl
 - b) via a courier company or a transport obtained on the freight exchange and fully at the expense of the Buyer in accordance with the table of transport charges "Terms and Conditions of Transport" (appendix 3 to the GTS) or in accordance with individual terms and conditions agreed with the Buyer, which will be written down in the Discount Card (CKK).
2. The Buyer is obliged to inspect the products and packaging at the time of collection, confirming the compliance of the subject of collection with the specification included in the Stock Issue Confirmation or the transport document by signing the Stock Issue Confirmation, the transport document or the invoice. The Buyer shall also confirm the fact of receiving a set of documents by placing a legible signature together with the date and company stamp on the Stock Issue Confirmation or the transport document.
 3. SIERANT sp. z o.o. sp.k. shall be liable for the goods only until the time of their collection by the Buyer, subject to the following provisions. In the case of damage or quantitative inconsistency of the goods it is necessary to immediately draw up a damage report in the presence of the courier or driver and contact the seller.
 4. If the product is delivered by SIERANT sp. z o.o. sp.k. directly to a third party indicated and authorized by the Buyer and the transport is organized by SIERANT sp. z o.o. sp.k., SIERANT sp. z o.o. sp.k. is liable for the goods only until the moment of their collection and confirmation of this fact on the Stock Issue Confirmation or the transport document by the third party. In the event that a third party refuses to collect the goods due to the failure of the goods to meet the parameters for reasons attributable to the Buyer (defective indication of parameters in the order), all costs of delivery, return of goods shall be borne by the Buyer.
 5. The Buyer shall be obliged to inform the person responsible for the collection of the goods and the indicated third party collecting the goods of the obligations set out above and of their taking over the responsibility for the delivered goods upon confirmation of their collection. Failure by the Buyer to inform about the need to inspect the goods being collected does not extend the liability of SIERANT sp. z o.o. sp.k. for the goods beyond the moment of their collection by indicated third parties.
 6. In the event that SIERANT sp. z o.o. sp.k. cannot deliver the goods for reasons attributable to the Buyer, all costs related to the delivery of uncollected goods, including the costs of return transport ordered by SIERANT sp. z o.o. sp.k. shall be charged to the Buyer on the basis of a VAT invoice issued by SIERANT sp. z o.o. sp.k. to the Buyer with a payment period of 7 days from its issue. In the situations indicated above, the provisions concerning transport at the expense of SIERANT sp. z o.o. sp.k. shall not apply.

7. If the goods are delivered to the Buyer or to an indicated third party, by means of transport provided by the Buyer, the risk of accidental loss or damage shall pass to the Buyer upon handover of the goods by SIERANT sp. z o.o. sp.k. to the forwarder, carrier or the Buyer from the warehouse of SIERANT sp. z o.o. sp.k.
8. In the event of a delay on the part of the Buyer in collecting the goods from the warehouse of SIERANT sp. z o.o. sp. k. exceeding 3 working days from the date indicated in the order confirmation or agreed individually, SIERANT sp. z o.o. sp. k. reserves the right to charge a storage fee for each day of storage of uncollected goods until their collection in the amount of PLN 20. net for each package of goods for each day of delay. The condition for the release of the goods will be the prior payment of the charged fee.
9. Any costs incurred by the Buyer and resulting from the fault of the carrier must be reported to Sierant sp. z o.o. sp.k. immediately, i.e. within 2 working days from the date of unloading at the latest, and only then can they be the basis for claims.

IV. Warranty / Complaint

1. The warranty for the purchased goods is granted by SIERANT sp. z o.o. sp.k. for the period indicated in the warranty documents. The specific terms and conditions of the warranty are set out in the "Warranty Terms and Conditions" (appendix 6 to the GTS) available at www.sierant.pl/en in the "Downloads" tab.
2. Liability under the warranty shall include only defects caused by reasons attributable to SIERANT sp. z o.o. sp.k.
3. At the time of collection of the goods, the Buyer or an authorized third party shall be obliged to verify the goods in terms of quantity. If any deficiencies are found, they should immediately be reported in writing to SIERANT sp. z o.o. sp.k.
4. Claims resulting from a complaint do not constitute grounds to withhold payment for the goods delivered.
5. In each case of notification of defects in the goods, the basis for consideration of the notification by Sierant sp. z o.o. sp.k. and a condition for the effectiveness of the notification of defects in the goods shall be:
 - a) Preparation of the photographic documentation of defective goods and attaching it to the "Complaint / repair form" (appendix 4 to the GTS) available at www.sierant.pl/en in the "Downloads" tab.
 - b) Preparation and delivery to Sierant sp. z o.o. sp.k. at the request of Sierant sp. z o.o. Sp.k. of a video recording documenting the functioning of the goods which allows the identification of a defect in the goods, with the recording not shorter than 3 minutes, within 14 days from the date of delivery of the request of Sierant sp. z o.o. sp.k. to the Buyer.
 - c) Allowing representatives of Sierant sp. z o.o. sp.k. to inspect the goods with defects reported by the Buyer, at any request of Sierant sp. z o.o. sp.k.
6. If defects are declared as justified, the Buyer is entitled under the warranty only to demand that Sierant sp. z o.o. sp.k:
 - a) Removes the defects in the goods delivered
 - b) Reduces the price of defective goods

- c) Replaces the defective goods, defective components or defective subassemblies of goods with defect-free goods.
7. The Seller is obliged under the warranty to remove only those defects that are reported in the complaint.
 8. The Parties agree to cooperate and to make every effort to minimize all costs and losses related to complaints.

V. Responsibility

1. The Buyer shall not be entitled to any claims under the Warranty other than the removal of the defect or replacement of the damaged Goods, and in particular shall not be entitled to any claims to compensate for the benefits lost as a result of defects. The Guarantor is responsible for the damage incurred by the Buyer up to the amount of the price paid by the Buyer for the Goods to which the damage relates.
2. The Buyer shall be fully liable for any damage caused to the User or any other third party to whom the Goods have been transferred, including as a result of not being informed about the principles of commissioning and operating the Goods or failure to provide him with a complete set of documentation regarding the Goods.
3. The Parties exclude the Guarantor's liability towards the Buyer under the warranty for defects in the delivered Goods.
4. If only a component of the Product is affected by the defect, the rights under the Guarantee apply only to the defective part, not the entire Product.
5. The Guarantor undertakes to remove the defects revealed during the warranty period within 14 working days from the date of delivery of the Goods, when the repair does not require replacement of the structural elements of the Goods, and up to 65 days from the date of notification, when the repair requires replacement of these elements.
6. The Buyer / User has the right to replace the Product with a new one, if, despite 3 repairs concerning the same defect, the Product still has a defect that prevents its use as intended.
7. SIERANT sp. Z o.o. sp.k. shall not be liable for goods used by the Buyer in a manner inconsistent with its intended use and technical properties, in which damage has occurred as a result of errors in execution and design by third parties and as a result of failure to comply with the manufacturer's recommendations and instructions.
8. If the replacement of the Goods is impossible, the Buyer / User is entitled to compensation for defects in the Goods or replacement of the goods with another one with similar parameters, determined each time by an individual agreement in writing between the Guarantor and the Buyer / User.
9. The Guarantor shall not bear the costs of dismantling and reassembling the goods, or other costs related to the submission of a complaint by the Buyer / User.
10. In the event of a complaint about electrical equipment (drives, controllers, etc.), the Guarantor reserves the right to send the defective product element to the supplier in order to obtain an expert opinion and on its basis to consider the notification from the Buyer / User.

11. SIERANT sp. z o.o. sp.k. shall not be liable for goods used by the Buyer in a manner inconsistent with their intended use and technical properties, resulting in damages caused by third parties' execution and design errors and by failure to observe the manufacturer's recommendations and instructions.
12. SIERANT sp. z o.o. sp.k. shall not be liable for damage sustained during the unloading of goods or in transport carried out by the Buyer.
13. SIERANT sp. z o.o. sp.k. shall have the right to withhold the execution of the Buyer's complaints until the Buyer has paid all outstanding debts.
14. If the goods have been processed by the Buyer in any way (change of construction, technology, functionality, any modification of the goods), the liability of SIERANT sp. z o.o. sp.k. for defects in the goods shall expire.
15. SIERANT sp. z o.o. sp.k. shall not be liable for any indirect or consequential damages, such as loss of profits, remuneration, anticipated savings.

VI. Terms of payment

1. The Buyer undertakes to pay for the goods purchased from SIERANT sp. z o.o. sp.k. on the basis of a VAT invoice issued, in accordance with the agreed method and within the deadline specified in the invoice.
2. The date of payment is the moment when the amount due is credited to the account of SIERANT sp. z o.o. sp.k.
3. After exceeding the payment deadline, SIERANT sp. z o.o. sp.k. shall be entitled to charge statutory interest for delay and may suspend the execution of current and subsequent orders, without any claims from the Buyer, until all payments are made.
4. Sierant sp. z o.o. sp.k. has the right to settle the current, uncompleted production of goods, the production of which has been interrupted by the suspension of execution due to exceeding the payment deadline by the Buyer, at prices according to the applicable price list.
5. The unfinished production of goods referred to in part VI, item 4 may be resumed and the completion date is counted from the date of the resumption.
6. The basis for payment for the goods is a VAT invoice issued on the day the goods were released from the warehouse by SIERANT sp. z o.o. sp.k.
7. If there are outstanding invoices, the payments made by the Buyer will be credited in the first place on account of the main payments from the invoices with the oldest due date. The Buyer hereby agrees to the above method of crediting its payments, and SIERANT sp. z o.o. sp.k. shall, in this respect, be released from the obligation to submit a separate statement on the method of crediting individual payments made by the Buyer.
8. If, after the conclusion of the Agreement, but before its execution by SIERANT sp. z o.o. sp.k. circumstances occur that are beyond the control of SIERANT sp. z o.o. sp.k. that justify an increase in the price of goods, such as e.g. a sudden increase in the price of raw materials, increase in customs duty, introduction of additional customs duties or other public or legal charges, SIERANT sp. z o.o. sp.k. has the right to appropriate, unilateral increase of the price of the goods, and is obliged to indicate the reason for such increase. The increase in the price of goods shall not be higher than the actual increase in the components affecting the price.

VII. Trademarks

1. The Buyer acknowledges that the Trademarks used by SIERANT sp. z o.o. sp.k. to label the goods offered, packaging and advertising materials are the exclusive property of SIERANT sp. z o.o. sp.k. and that no provisions of this agreement give the Buyer any rights to the trade names, logos , photos, drawings, texts or any other intellectual property owned by SIERANT sp. z o.o. sp.k. or to other assets owned by SIERANT sp. z o.o. sp.k.
2. Every form of using the trademarks of SIERANT sp. z o.o. Sp.k. should be preceded by obtaining a written consent of SIERANT sp. z o.o. sp.k. – lending agreement. The Buyer shall have the right to use the trademarks only after the rules and manner of their use have been established and after receiving a written consent to use the trademarks of SIERANT sp. z o.o. sp.k. included in the lending agreement.

VIII. Personal data protection, transfer of commercial data

1. The Buyer agrees to the processing by Sierant sp. z o.o. sp.k. of the personal data provided by the Buyer or entities acting on behalf of Sierant sp. z o.o. sp.k. in connection with the implementation of the Agreements and for marketing purposes related to the business activity conducted by Sierant sp. z o.o. sp.k., in accordance with the provisions of the Act of 29 August 1997 on the protection of personal data (uniform text – Journal of Laws of 2019.1781 i.e.
2. In accordance with the provisions of the Act of 18 July 2002 on the provision of services by electronic means (uniform text - Journal of Laws of 2013 item 1422 as amended). The Buyer consents to the sending by Sierant sp. z o.o. sp.k. or entities acting on behalf of Sierant sp. z o.o. sp.k., in connection with the performance of the Agreements by electronic means, to the e-mail address provided by the Buyer, of messages and commercial information, under the rules set out in the said Act.
3. The administrator of personal data is Sierant Sp. z o.o. sp. k. registered under KRS no.: 0000622770 NIP (Tax ID no.): 7771 000 21 24, REGON no.: 590115387
4. In matters relating to personal data protection, please contact us at the address: Kwiatowa 22, 97-300 Piotrków Trybunalski or e-mail address: **administrator@sierant.pl**
5. Your personal data will only be processed for the purpose necessary to take action prior to the conclusion of an agreement with you and for the purpose of performance of the agreement if it has been concluded on the basis of Article 6(1)(b) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data as well as repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter as: the "GDPR", in order to comply with the obligations under tax and accounting law pursuant to Article 6(1)(c) of the GDPR, and to possibly claim or defend against claims pursuant to Article 6(1)(f) of the GDPR.
6. If you are the representative of a Party to the agreement or a designated contact person, your personal data will be processed for the purposes resulting from legitimate interests pursued by the Company, i.e. to ensure contact with the entity you represent and to verify whether the person who contacts the Company is entitled to act on your behalf, pursuant to Art. 6(1)(f) of the GDPR, as well as for the purpose of performance of an agreement concluded between the entity represented by you and for the purpose of performing obligations resulting from tax law and accounting regulations pursuant to Art. 6(1)(c) of the GDPR.

7. The recipients of your personal data may be entities cooperating with the Company in the scope of services provided to the Company (e.g. subcontractors) and supporting the current business processes of the Company.
8. Your personal data will be stored for the duration of the agreement and after that period for the period of statute of limitations for possible claims.
9. In addition, your personal data will be stored for the period required by tax law and accounting regulations.
10. You have the right to access, rectify, erase or limit the processing of your personal data, to object to the processing of personal data (in case of data processing under Article 6(1)(f) of the GDPR).
11. If the agreement is concluded, you have the right to transfer the data, including the right to receive the data and send it to another data administrator or, if technically possible, to request that the data be sent directly to another data administrator.
12. If you believe that your personal data is being processed in violation of the law, you have the right to lodge a complaint with the personal data protection supervisory authority, i.e. the President of the Personal Data Protection Office
13. The provision of personal data is voluntary, but necessary to conclude an agreement with the Company and ensure communication with the Company.

IX. Final provisions

1. Disputes arising from the performance of this agreement shall be settled by the court with territorial jurisdiction over the seat of SIERANT sp. z o.o. sp.k. All agreements are subject to Polish law.
2. To all matters not settled in these GTS, the provisions of the Polish Civil Code shall apply.
3. By accepting the GTS, the Buyer agrees to the processing of their personal data by SIERANT sp. z o.o. sp.k. for the purpose of completing an order, as well as for marketing purposes related to its business activity.
4. The invalidity or ineffectiveness of any of the provisions of the GTS shall not affect the validity and effectiveness of the remaining provisions of the GTS. The parties will seek to replace an invalid or ineffective provision by a valid and effective provision which achieves the same or as similar financial and economic objective as possible, subject to the provisions of Article 58 § 3 of the Civil Code.
5. The Parties shall, in their relations with each other, exclude the provisions of the United Nations Convention on Contracts for the International Sale of Goods, concluded in Vienna on 11 April 1980 (Journal of Laws of May 13, 1997).

Appendices:

1. Production lead times
2. Authorization to pick up the goods
3. Transport conditions
4. Complaint / repair form



PRODUCTION LEAD TIMES

TERMINY PRODUKCJI ZAMÓWIEŃ

Za pierwszy dzień realizacji przyjmuje się dzień, w którym zamówienie zostało przyjęte pod warunkiem, że było to do godziny 12.00 w południe. Zamówienia złożone później liczy się od dnia kolejnego.

Poniższa tabela przedstawia czas produkcji, a nie czas realizacji zamówień. Czas realizacji (wraz z dostawą) jest uzależniony od warunków logistycznych oraz innych i musi być ustalany z Biurem Obsługi Klienta firmy SIERANT.

The first day of production lead time is considered a day on which an order is sent under condition that it happened until 12:00. The production lead time for orders sent later is calculated starting from the next day.

The table below shows the production lead time, not the delivery time. The delivery time (including delivery) depends on logistics and other conditions and must be agreed with the SIERANT Customer Service Office.

ŻALUZJE FASADOWE | EXTERIOR VENETIAN BLINDS

LP. NO.	NAZWA PRODUKTU PRODUCT NAME	TERMIN REALIZACJI DNI ROBOCZE PRODUCTION LEAD TIME WORKING DAYS
1	Systemy Beclever i MKS, SKEF BeClever, MKS and SKEF systems	15
2	Wszystkie systemy żaluzjowe (z wyjątkiem Beclever i MKS) - elox, kolory - zamawiane z blachami kryjącymi All of the EVB systems (except from BeClever, MKS and SKEF) - enodized (elox) and RAL painted - ordered with aluminum covers	11
3	Blachy kryjące Aluminum covers	
4	Wszystkie systemy żaluzjowe (z wyjątkiem Beclever i MKS) - elox, nie wymagające malowania i BEZ blach kryjących All of the EVB systems (except from BeClever, MKS and SKEF) - enodized (elox) and RAL painted - ordered without aluminum covers	8
5	Elektryczne komponenty - napędy, piloty, przełączniki itp. Electric components - motors, controllers, switches, etc...	7*
6	KOMPONENTY: listwy, prowadnice wymagające lakierowania Components - guide channels that need RAL painting	5
7	KOMPONENTY: listwy, prowadnice, uchwyty i wszystkie inne towary pod warunkiem, że znajdują się na magazynie i nie zostały już zaplanowane pod bieżącą produkcją Components - guide channels, brackets and all of the rest under condition that they are not planned for actual production	1

*Wyjątek może stanowić silnik WT6Nm, w porozumieniu z produkcją można otrzymać go w ciągu 1 dnia, pod warunkiem, że jest na stanie zapas nie zaplanowany pod bieżącą produkcją.

*The exception can be the regular WT6Nm motor - it can be obtained within 1 working day under condition that the component is not planned for actual production.

ROLETY ZEWNĘTRZNE | ROLLING SHUTTERS

LP. NO.	NAZWA PRODUKTU PRODUCT NAME	TERMIN REALIZACJI DNI ROBOCZE PRODUCTION LEAD TIME WORKING DAYS
1	Systemy BeClever, SP, SP-E - nie wymagające lakierowania BeClever, SP, SP-E system that do not require RAL painting	7
2	Systemy BeClever, SP, SP-E - wymagające lakierowania BeClever, SP, SP-E system that require RAL painting	10
3	Wszystkie systemy roletowe i moskitier (z wyjątkiem BeClever, SP i SP-E), nie wymagające lakierowania All of the rest of rolling shutters and mosquito screens (except from BeClever, SP and SP-E systems) that do not require RAL painting	5
4	Wszystkie systemy roletowe i moskitier (z wyjątkiem BeClever, SP i SP-E), wymagające lakierowania All of the rest of rolling shutters and mosquito screens (except from BeClever, SP and SP-E systems) that require RAL painting	10
5	Elektryczne komponenty - napędy, piloty, przełączniki itp. Electric components - motors, controllers, switches, etc...	5
6	KOMPONENTY: listwy, prowadnice wymagające lakierowania Components - guide channels that need RAL painting	5
7	KOMPONENTY: listwy, prowadnice, uchwyty i wszystkie inne towary pod warunkiem, że znajdują się na magazynie i nie zostały już zaplanowane pod bieżącą produkcję Components - guide channels, brackets and all of the rest under condition that they are not planned for actual production	1

ŻALUZJE WEWNĘTRZNE | INTERIOR BLINDS

LP. NO.	NAZWA PRODUKTU PRODUCT NAME	TERMIN REALIZACJI DNI ROBOCZE PRODUCTION LEAD TIME WORKING DAYS
1	Systemy żaluzjowe 25 i 35 mm (z wyjątkiem systemów MONO - ...) Interior blinds systems with 25 and 35 mm slat (except from MONO-...)	3
2	Systemy żaluzjowe MONOTEX, MONOCRANK, MONOCORD i żaluzje z lamelą 16 mm Interior blind systems - MONOTEX, MONOCRANK, MONOCORD and systems with 16 mm slat	4
3	Systemy żaluzjowe z lamelą 16, 25 i 35 mm z silnikami Electric components - motors, controllers, switches, etc...	5
4	Systemy żaluzjowe z lamelą 50 mm Interior blind systems with 50 mm slat	5
5	Systemy żaluzjowe z lamelą 50 mm z silnikami Interior blind systems with 50 mm slat motorized	7
6	KOMPONENTY - pod warunkiem, że znajdują się na magazynie i nie zostały już zaplanowane pod bieżącą produkcję Components - under condition that they are not planned for actual production	1

Do wszystkich zleceń, które wymagają lakieowania należy doliczyć 3 dni do terminu realizacji.

Additional 3 working days must be calculated for all of the oprders that need RAL painting.

ŻALUZJE WEWNĘTRZNE DREWNIANE | INTERIOR WOODEN BLINDS

LP. NO.	NAZWA PRODUKTU PRODUCT NAME	TERMIN REALIZACJI DNI ROBOCZE PRODUCTION LEAD TIME WORKING DAYS
1	Systemy żaluzjowe 25 i 50 mm Interior wooden blinds with 25 and 50 mm slat	6
2	Systemy żaluzjowe 25 i 50 mm z silnikami Interior wooden blinds with 25 and 50 mm slat motorized	7
3	KOMPONENTY - pod warunkiem, że znajdują się na magazynie i nie zostały już zaplanowane pod bieżącą produkcję Components - under condition that they are not planned for actual production	1

Do wszystkich zleceń, które wymagają lakieowania należy doliczyć 3 dni do terminu realizacji.

Additional 3 working days must be calculated for all of the oprders that need RAL painting.



AUTHORIZATION TO PICK UP THE GOODS
UPOWAŻNIENIE DO ODBIORU TOWARU

PLACE | MIEJSCOWOŚĆ

DATE | DATA

COMPANY NAME | NAZWA FIRMY

PERSON (S) AUTHORIZED TO REPRESENT | OSOBA (OSOBY) UPOWAŻNIONA DO REPREZENTACJI

I, the undersigned, authorize the following persons to collect the goods and invoices of the above mentioned company:

Ja, niżej podpisany, upoważniam następujące osoby do odbioru towaru i faktur w/w firmy:

NAME | IMIĘ

SURNAME | NAZWISKO

ID NUMBER | NUMER DOWODU OSOBISTEGO

NAME IMIĘ	SURNAME NAZWISKO	ID NUMBER NUMER DOWODU OSOBISTEGO



THIS AUTHORIZATION IS VALID UNTIL FURTHER NOTICE.
NINIEJSZE UPOWAŻNIENIE OBOWIĄZUJE DO ODWOŁANIA

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STAMPS, SIGNATURES OF PERSONS AUTHORIZED TO REPRESENT
PIECZĄTKI, PODPISY OSÓB UPOWAŻNIONYCH



OPŁATY TRANSPORTOWE

OBOWIĄZUJĄCE OD DNIA 06.02.2023

TRANSPORT CHARGES

EFFECTIVE FROM 06.02.2023

SIERANIC

SYSTEMY ŻALUZJOWE

DOSTAWY ZAGRANICZNE | FOREIGN DELIVERIES

I. Transport samochodowy | Road transport:

WARTOŚĆ NETTO DLA ODLEGŁOŚCI OD PL 97-300 (WEDŁUG GOOGLE MAPS) NETTO VALUE DISTANCE FROM PL 97-300 (ACCORDING GOOGLE MAPS)	DOŁADUNEK PARTIAL LOAD *	TRANSPORT DEDYKOWANY (CAŁY) DEDICATED TRANSPORT (FULL TRUCK)**
0 – 500 KM	205 € – 308 €	610 € – 1015 €
501 – 1000 KM		1015 € – 1112 €
1001 – 1500 KM	281 € – 740 €	1112 € – 1220 €
1501 – 1800 KM		1220 € – 1318 €
1801 – 2500 KM	740 € – 923 €	1318 € – 1625 €

* ten rodzaj transportu proponowany jest, gdy ilość lub gabaryty paczek uniemożliwiają ich wysyłkę kurierem, a z drugiej strony ładunek jest niewystarczający by wysłać do klienta pełne auto.

* this type of transport is proposed when the quantity or dimensions of the parcels make it impossible to send them by courier, and on the other hand, the load is insufficient to send a full truck to the customer.

** przez transport dedykowany należy rozumieć środek transportu o maksymalnej ładowności 1100 kg.

Na ładunek taki może się składać max. 1000 żaluzji lub max. 80 rolet lub max. 80 żaluzji fasadowych lub mix tych produktów w odpowiednich proporcjach.

** Dedicated transport should be understood as a means of transport with a maximum payload of 1100 kg. Such a charge may consist of max. 1000 blinds or max. 80 blinds or max. 80 facade blinds or mix these products in the right proportions.

II. Wysyłki kurierskie | Courier shipments.

a) Ceny usług kurierskich w wysyłkach międzynarodowych wahają się od 41 € do 124 € za 1 paczkę towaru.

Prices of courier services in international shipments range from 41 € to 124 € for 1 package of goods.

b) Maksymalna długość paczki jaką można nadać kurierem to 175 cm , przy równoczesnej maksymalnej wadze do 30 kg. Ładunki dłuższe traktowane są jako usługa specjalna i opłatę wylicza się mnożąc standardową opłatę x 300%.

The maximum length of the package that can be given by courier is 175 cm, with a maximum weight of up to 30 kg.

Longer payloads are treated as a special service and the fee is calculated by multiplying the standard x 300% fee.

c) Powyższe ceny i zasady dotyczą wysyłek na terenie Unii Europejskiej. Zlecenia transportowe realizowane poza granice Unii ustalane będą z klientami indywidualnie.

The above prices and rules apply to shipments within the European Union. Transport orders executed outside EU will be determined individual.

DOSTAWY KRAJOWE | DOMESTIC DELIVERIES

I. Transport samochodowy

Transporty realizowane są jako doładunki lub pełne załadunki dedykowane dla poszczególnych klientów. Przez transport dedykowany należy rozumieć środek transportu o maksymalnej ładowności 1100 kg. Na ładunek taki może się składać max. 1000 żaluzji lub max. 80 rolet lub max. 80 żaluzji fasadowych lub mix tych produktów w odpowiednich proporcjach.

STREFY TRANSPORTOWE - ZGODNIE Z ZAŁĄCZONĄ MAPKĄ	CENA NETTO* / 1 TRANSPORT
I STREFA	103 Zł – 243 Zł
II STREFA	243 Zł – 518 Zł
III STREFA	416 Zł – 610 Zł
IV STREFA	610 Zł – 713 Zł
V STREFA	610 Zł – 815 Zł
VI STREFA	923 Zł – 1015 Zł
VII STREFA	1118 Zł – 1561 Zł

* koszt transportu uzależniony jest od ilości paczek i wagi całkowitej ładunku

II. Wysyłki kurierskie

PACZKI STANDARDOWE DO MAX. DŁUGOŚCI PACZKI 120 CM		PACZKI NIESTANDARDOWE DO MAX. DŁUGOŚCI PACZKI 121 - 200 CM	
MAX. WAGA 1 PACZKI*	CENA NETTO / 1 PACZKA	MAX. WAGA 1 PACZKI*	CENA NETTO / 1 PACZKA
5 KG – 10 KG	22,70 Zł	5 KG – 10 KG	99,40 Zł
10 KG – 20 KG	28,50 Zł	10 KG – 20 KG	114,80 Zł
30 KG – 40 KG	34,70 Zł	30 KG – 40 KG	121,10 Zł

Orientacyjna dopłata za paczki, które są dłuższe niż 200 cm, to 184 zł netto za każdy kolejny rozpoczęty 1 metr długości paczki. Prosimy kontaktować się z BOK w celu ustalenia dokładnej ceny za paczki dłużycowe.

DOPLATY ZA USŁUGI SPECJALNE	
DOSTAWA NA DRUGI DZIEŃ DO 9:00	74,50 PLN
DOSTAWA NA DRUGI DZIEŃ DO 12:00	74,50 PLN
DOSTAWA PO 17:00	38,00 PLN
DOSTAWA W SOBOTĘ	28,50 PLN
POBRANIE DO 1000 ZŁ	4,90 PLN
POBRANIE OD 1001 DO 3000 ZŁ	8,90 PLN
POBRANIE OD 3001 DO 5000 ZŁ	14,90 PLN

*przez pojęcie 1 paczki należy rozumieć jedno lub wiele opakowań z produktami, które spięte razem, w sumie tworzyć będą pakunek o nieprzekraczalnej wadze max. 10, 20 lub 40 kg, wysłany z jednym listem przewozowym.

Oznacza to, że 1 paczka zawierać może więcej niż 1 zamówienie (np. 5 różnych zamówień, każde zawierające 1 sztukę produktu, o łącznej wadze poniżej 10 kg).

WARUNKI OGÓLNE I GENERAL CONDITIONS

- Ostateczną decyzję o wyborze środka transportu podejmuje dział Logistyki firmy SIERANT, mając na względzie wielkość ładunku, termin realizacji zlecenia oraz wybór najkorzystniejszej cenowo dla klienta oferty transportowej. Klienci są informowani o wszelkich szczegółach dotyczących organizacji transportu i jego kosztach przez pracownika BOK.
- Firma SIERANT pozostawia swoim klientom możliwość odbioru zamówień własnym transportem. Informacja o odbiorze własnym musi być awizowana 24 godziny wcześniej w formie pisemnej na adres:
magazyn@sierant.pl.
- Odbiór zamówień przez klientów musi następować zgodnie z potwierdzonymi przez firmę SIERANT terminami realizacji zleceń. Za każdy dzień zwłoki w odbiorze gotowych towarów będą naliczane opłaty za magazynowanie.
- Do każdej wysyłki towaru doliczane będą koszty opakowań według obowiązującego cennika.
- Opłaty ustalone w niniejszym dokumencie dotyczą standardowych sposobów transportu. Wszelkie wyjątki dotyczące miejsca, czasu rozładunku i inne mogą powodować naliczanie dodatkowych opłat.

• The final decision about the transport tape is taken by the Logistics Department of the company SIERANT, taking into account the size of the cargo, the deadline for the completion of the order and the selection of the best transport offer for the customer. Customers are informed about all the details regarding the organization of transport and its costs by the Customer Office employee.

- The company SIERANT leaves its customers the ability to collect orders with their own transport.

Information about own collection must be sent in an e-mail form on:

magazyn@sierant.pl.

The receipt of orders by customers must follow the order completion dates confirmed by the SIERANT company. The fees for storage will be charged for each day of delay in the receipt of finished goods.

- For each shipment of goods, the packaging costs will be added according to the current price list.
- The fees set out in this document apply to standard modes of transport. Any exceptions regarding place, time of unloading and others may result in additional fees.

W razie dalszych pytań prosimy o kontakt z Działem Obsługi Klienta
If you have further questions, please contact Customer Service Office:

biuro@sierant.pl

+48 44 649 04 53



Dear Customer

Beneath you will find information that will facilitate contact with us and accelerate the procedures that concern filling the complaint or repair order. To fill the complaint or repair order please use the repair/complaint form and send it to our e-mail address:

REKLAMACJE@SIERANT.PL



In case of questions or doubts concerning the repairs or complaints, please contact Customer Complaint Department:

+48 882 350 096



COMPLAINTS

If you wish to claim a product, please send an e-mail to reklamacje@sierant.pl.

The complaint will be investigated within 48 hours based on the complete information that you send us. Should the information we receive from you occur to be incomplete we reserve the right to ask you for additional information. This may cause the complaint process to take additional time.

The following documents are required:

- **Filled in complaint form**
- **Pictures** of the defect/ flaw of the product (if required)
- Sending back the faulty product (if required)

If it is required to send back the faulty product, we declare the possibility of using our transport service (according to shipment schedule)



REPAIR

If you wish to repair the product please send filled in repair form to the following e-mail address: reklamacje@sierant.pl

We inform that repair time is set individually and the repair will be carried out at your cost. The product for repair should be sent at your cost to the below address and marked "Customer Complaints Department – REPAIR"

**SIERANT Sp. z o. o.
Sp. Komandytowa
ul. Kwiatowa 22
97-300 Piotrków Tryb.**



COMPLAINT/REPAIR FORM



COMPLAINT

REPAIR

APPLICANT

PHONE NO

E-MAIL

SHIPMENT ADDRESS

CUSTOMER'S ORDER NUMBER

ORDER PLACEMENT DATE

**DESCRIPTION OF THE FAULTY PRODUCT
(THE COMPLAINT CONCERNS PRODUCTION FLAWS ONLY)**

DATE WHEN FAULT WAS REVEALED

PRODUCT TYPE

QUANTITY OF FAULTY PIECES AND DIMENSIONS

DESCRIPTION OF THE FLAW BEING THE SUBJECT OF THE COMPLAINT

CUSTOMER'S DEMANDS

LEGIBLE SIGNATURE

DATE AND SIGNATURE OF
THE PERSON RECEIVING THE PRODUCT



KARTA GWARANCYJNA WARRANTY CARD

SIERANIC
SYSTEMY ŻALUZJOWE

SPRZEDAWCA | SELLER

FIRMA

ADRES | ADDRESS

TELEFON | PHONE

EMAIL

KUPUJĄCY | BUYER

IMIĘ I NAZWISKO / FIRMA NAME / FIRMA

ADRES | ADDRESS

TELEFON | PHONE

EMAIL

PRZEDMIOT GWARANCJI | WARRANTY SUBJECT

NAZWA PRODUKTU | PRODUCT NAME

NUMER FABRYCZNY | FACTORY NUMBER



PAMIĘTAJ! Warunkiem skorzystania z gwarancji jest kompletne, prawidłowe i czytelne wypełnienie karty gwarancyjnej.

NOTICE! The condition for using the warranty is complete, correct and legible completion of the warranty card.

DATA | DATE

PIECZĄTKA, PODPIS GWARANTA
STAMP, SIGNATURE OF GUARANTOR



WARRANTY TERMS AND CONDITIONS



1. SIERANT sp. z o.o. sp. k. with its registered office in Piotrków Trybunalski (hereinafter referred to as the Guarantor) as a manufacturer of window covering systems ensures the performance of warranty obligations, described in detail below, in the event of finding a manufacturing defect in the Goods (or their components) resulting from reasons inherent in the sold item.
2. The condition for exercising the warranty rights is:
 - a) The use of the goods in accordance with the intended use, principles of use and maintenance as set out in the Operation Manual, which is available in the "download" tab on the website www.sierant.pl/en
 - b) installation of the goods in accordance with the rules of the art to the extent provided for in PN standards
3. The warranty covers defects in the goods, which will be revealed within the period specified in § 1 of this Warranty, with the exception of defects described in § 4 of this Warranty.
4. If the Buyer fails to provide correctly filled in service/warranty documentation, the complaint submitted under the Warranty will not be considered.
5. Sierant sp. z o.o. sp.k. at the Buyer's request, shall be obligated to issue a "Warranty Card" document (Appendix no. 5 to GTCS) available at www.sierant.pl/en in "download" tab if the Goods are covered by the warranty.
6. This warranty applies to the Goods installed exclusively on the territory of the Republic of Poland and countries belonging to the European Union.
7. The Warranty is granted only to the Buyer who has purchased the Goods directly from the Guarantor.

I Warranty period

SIERANT provides the Buyer with a 2-year warranty for the Goods purchased from the Guarantor calculated from the date of handing over the goods to the Buyer and in the absence of collection on time - from the date of the unilateral acceptance protocol by the Buyer. The Buyer shall mean an entity that has purchased the Goods directly from the Guarantor.

II Principles of installation and maintenance

The Buyer shall be obligated to observe the installation and maintenance conditions specified in the relevant instructions available on the website www.sierant.pl/en in "download" tab.

III Complaint procedure

1. The Buyer shall be obligated to immediately report the fact of occurrence of a defect as soon as it is noticed, under pain of losing the rights resulting from the warranty.
2. The condition for considering a complaint under the Guarantee is:

- a) Timely reporting of the defect in electronic or written form on the "Reporting a complaint or repair" form (Appendix no. 4 to GTCS) available at www.sierant.pl/en in "download" tab.
 - b) Providing the Guarantor with photographic documentation presenting the defect
 - c) Delivery of the goods in accordance with sec. 3 of this section
 - d) The Buyer is obliged to deliver the goods covered by the complaint to the Guarantor's seat at his own expense.
3. The Buyer is obliged to deliver the goods or its defective part, eg the electric drive covered by the complaint to the Guarantor's seat at his own expense, along with full photographic documentation enabling the defect to be identified or the manufacturer's expertise to be prepared (mainly electric drives).
 4. The performance of the manufacturer's obligations resulting from the guarantee always takes place at the Guarantor's seat.
 5. The Buyer shall be obligated to deliver the goods covered by the complaint to the seat of the Guarantor at their own expense.
 6. In case it is established that the reported defect is not subject to the warranty, the Buyer shall be obligated to bear the costs of collecting the Goods from the Guarantor's warehouse. Delay/default in collection of the Goods shall result in calculation of fees, in accordance with the provisions of § 5, sec. 10 of this Warranty Card.

IV Disclaimer of Warranty

1. The Warranty does not cover:
 - a) mechanical damage caused by reasons attributable to the Buyer/User or third parties;
 - b) damage resulting from actions beyond the control of the Guarantor such as fire, burglary;
 - c) activities related to improper maintenance of the Goods or lack thereof, performed by the Buyer/User;
 - d) goods in which unauthorized interference has been found, consisting in alterations, structural changes, self-repair, commissioning, improper installation;
 - e) mechanical damage resulting from the use not compliant with the operating manual and generally accepted rules, use of this type of Goods and defects caused by these damages;
 - f) damage due to the devastation of the Goods,
 - g) damage related to the use of the Goods despite the existence of a defect in the Goods,
 - h) normal wear and tear of consumables,
 - i) damage caused by atmospheric phenomena referred to as the "force majeure";
 - j) damage caused by prolonged overheating of the system,
 - k) discoloration on the surface of the Goods,
 - l) damage caused by dirt accumulation, especially of products of combustion, such as soot,

- m) damage or malfunction of the Goods resulting from the use of the Goods contrary to their intended use, inconsistent with the Instructions, with incorrect assembly.
2. Warranty repairs do not include maintenance work, inspections, cleaning, adjustment of the Goods.

V Responsibility

1. The Buyer shall not be entitled to any claims under the Warranty other than removal of a defect or replacement of damaged Goods, and in particular shall not be entitled to claims aimed at compensation for benefits lost as a result of defects. The Guarantor shall be liable for damages incurred by the Buyer up to the maximum amount of the price paid by the Buyer for the Goods to which the damage relates.
2. The Buyer shall be fully liable for any damage caused to the User or a third party to whom the Goods were handed over, including as a result of failure to inform about the rules of commissioning and operating the Goods or failure to provide them with a set of documentation concerning the Goods.
3. The Parties shall exclude the Guarantor's liability towards the Buyer under the warranty for defects in the delivered Goods.
4. If only a component part of the Goods is affected by the defect, the rights resulting from the Warranty apply only to the defective part, and not to the entire Goods.
5. The Guarantor undertakes to remove defects revealed during the warranty period within 14 working days from the date of delivery of the Goods, when the repair does not require replacement of structural elements of the Goods, and within 65 days from the date of notification, when the repair requires replacement of these elements.
6. The Buyer/User shall have the right to replace the Goods with a new one if, despite 3 repairs concerning the same defect, the defect still exists in the Goods and makes them impossible to be used as intended.
7. When the Goods are replaced with a new one, the equivalent of elements which are missing or damaged, at the fault of the Buyer/User, and the cost of their replacement shall be deducted.
8. If replacement of the Goods is impossible, the Buyer shall be entitled to compensation for defects of the Goods or replacement of the Goods with another one of similar parameters, determined each time by individual written agreement between the Guarantor and the Buyer.
9. The Guarantor shall not bear the costs of disassembling and reassembling the Goods, or other costs related to the submission of a complaint by the Buyer.
10. In case of complaint concerning elements of electrical equipment (drives, controllers, etc.), the Guarantor reserves the right to send the element of defective Goods to the supplier in order to obtain an expert's opinion and, on its basis, consider the complaint from the Buyer.
11. In the event of a delay or delay on the part of the Buyer / User in collecting the Goods from the warehouse of SIERANT sp. Z o.o. sp.k. exceeding 3 calendar days from the date specified in the call, SIERANT sp.z o.o. sp.k. reserves the right to charge a fee for storing the Goods for each day of storing the uncollected Goods until their collection. The condition for the release of the Goods will be the prior payment of the charged fee.

VI Final provisions

1. Any disputes arising from the Agreement, the Parties will surrender to the competent commercial court for the Guarantor seat. To all matters not settled herein the provisions of the Civil Code shall apply.
2. Only Polish law shall apply in resolving the dispute.
3. If any provision of this Warranty is determined to be illegal, invalid or unenforceable, the validity or effectiveness of the remaining provisions of the Warranty shall not be affected. A provision considered to be illegal, invalid or unenforceable shall be replaced by a provision with a similar meaning, including in particular content that reflects the original intentions of the Parties within the limits allowed by law.