

QUALITY GUARANTEE FOR TEXI DOMESTIC MACHINES

1. The subject of this warranty is the Guarantor's liability for the quality of the TEXI domestic machine.
2. The warranty is valid within the territory of the Republic of Poland for machines purchased in Poland, and within the territory of the Czech Republic for machines purchased in the Czech Republic.
3. The Guarantor in Poland is: Strima Sp. z o.o., ul. Poznańska 54, Swadzim, 62-080 Tarnowo Podgórne, Poland, registered by the District Court Poznań – Nowe Miasto i Wilda in Poznań, 8th Commercial Division of the National Court Register under KRS No.: 0000064216; NIP: 7810000099 and REGON: 004866251, hereinafter also referred to as the Seller.
4. The Guarantor in the Czech Republic is: Strima Czech s.r.o., hereinafter also referred to as the Seller.
5. The sewing machine must be registered no later than 30 days from the date of purchase via the form available at: www.texti.info.
6. The 5-year warranty applies only to machines used for domestic purposes.
7. The 5-year period is calculated from the date of sale.
8. If the Buyer exercises rights under this warranty, i.e., in the case of replacement of the machine with a defect-free one or a major repair, the warranty period shall commence anew. In the case of returning the machine with a part replaced by the Guarantor, the warranty period shall recommence only with respect to the replaced part. If the Buyer exercises other rights under the warranty than a claim for replacement, or in the case of a repair other than a major repair, the warranty period shall be extended by the time during which the Buyer was unable to use the warranted item due to the defect.
9. The warranty applies only to TEXI domestic machine models purchased after 01.03.2026.
10. A warranty claim must be submitted no later than 14 days from the date the defect was discovered.
11. The machine must be serviced and repaired exclusively by Strima Sp. z o.o. or Strima Czech s.r.o.
12. The document entitling the Buyer to use the warranty is a VAT invoice or receipt.
13. Warranty service for machines purchased in Poland is provided by Strima Sp. z o.o. The warranty does not cover normal wear and tear of consumable parts or damage resulting from improper use. In the case of sewing machines, the warranty does not cover mechanical damage to stitch plates, feed dogs, presser feet, bobbins, or hooks.
14. Warranty service for machines purchased in the Czech Republic and Slovakia is provided by Strima Czech s.r.o.
15. For Customers from other countries, warranty service is provided at the headquarters of Strima Sp. z o.o. (transport costs are borne by the Customer, except within Poland where transport costs are covered by Strima Sp. z o.o.).

16. Complaint Procedure:

a) In the event of a defect, the Buyer wishing to exercise their rights must notify the Seller or the Guarantor (Strima Sp. z o.o.) of the defect and inform them of the method of delivering the product (in person or via courier) to the following address: Strima Sp. z o.o., Swadzim, ul. Poznańska 54, 62-080 Tarnowo Podgórne, Poland. This information must be provided by phone at +48 61 8950 950 or by email at shop@strima.com.

b) For customers from the Czech Republic and Slovakia, the Guarantor is Strima Czech s.r.o. The claimed product should be delivered to: Strima Czech s.r.o., Železná 5, 619 00 Brno-Horní Heršpice, Czech Republic. All relevant information should be provided by phone at +420 544226298 or by email at czech@strima.com.

c) Before shipping, the product must be properly secured for transport. The Guarantor shall not be liable for any damage to the product or other losses incurred by the Buyer prior to actual delivery to and acceptance by the Guarantor, in particular for loss or damage during transport, unless such defects result from causes inherent in the sold item. Damage caused by insufficient packaging is not covered by the warranty. Proper protection means packing the machine in a thick cardboard box, which is then wrapped multiple times with stretch film and sealed.

d) A Customer who is not a consumer must obligatorily enclose with the claimed product:

- proof of purchase and, when exercising warranty rights, the warranty document (if provided with the product)
- a detailed description of the defect
- contact details (in addition to the return address, the name of a contact person and phone number are required)

The Seller or Guarantor shall not process complaints or perform repairs if the submission does not include all required attachments listed above, except in the case of consumer claims. If the data or information provided in the complaint requires supplementation, the Seller or Guarantor will request completion before processing the claim.

e) The Seller or Guarantor shall review the complaint within 14 days from the date of receipt.

f) When the warranty is exercised, the Guarantor's Service Department shall remove defects as soon as possible, no later than 21 days from the date of acceptance of the product for repair. This period may be extended if spare parts need to be ordered, of which the Customer will be informed. In the case of an unjustified warranty claim, the Customer will be charged the transport costs.