

Yacht Concept Sp.z.o.o. Limited Warranty

Last updated: 30.06.2025

This warranty policy describes the terms and conditions under which Yacht Concept Sp. z o.o. (“we”, “us”, “our”) provides warranty coverage for its products.

1. Warranty Coverage

Yacht Concept Sp. z o.o. warrants that its products are free from defects in materials and workmanship under normal use and service for the following period:

- Standard hardware warranty: 24 months from the date of delivery.
- Software warranty: 12 months from the date of delivery (limited to critical errors and functionality as described in documentation).

This warranty is applicable only to products purchased directly from Yacht Concept Sp. z o.o. or an authorized distributor.

2. What Is Covered

Under this warranty, we will repair or replace, at our discretion and free of charge:

- Defective hardware components.
- Manufacturing defects.
- Software functionality that deviates significantly from the documented features.

Repaired or replaced products are covered under the original warranty for the remainder of the initial warranty period.

3. What Is Not Covered

The warranty does not cover:

- Damage caused by misuse, abuse, accident, incorrect installation, or improper maintenance.
- Normal wear and tear, cosmetic damage, or aging of materials.
- Damage due to unauthorized repairs or modifications.
- Damage resulting from electrical surges, water ingress (outside of IP rating), or environmental conditions beyond specified limits.
- Software errors caused by third-party systems or unsupported integrations.

4. How to Claim Warranty

To initiate a warranty claim, please:

1. Contact us at info@yachtconcept.eu with your order details and description of the issue.
2. Attach photos, videos, or logs if applicable.
3. If approved, you may be asked to ship the product back to us or an authorized service location.

Shipping costs for returned items are the responsibility of the customer. If the defect is confirmed to be covered by warranty, we will cover the return shipping of the repaired/replacement item.

5. Limitation of Liability

Our liability under this warranty is limited to repair or replacement only.

We shall not be liable for any indirect, incidental, or consequential damages, including loss of use, loss of revenue, or downtime.

6. Applicable Law

This warranty is governed by the laws of Poland.

Nothing in this policy affects your legal rights as a consumer under applicable national law.

7. Contact

For warranty service or support, contact:

Yacht Concept Sp. z o.o.
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