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GENERAL TERMS AND CONDITIONS FOR DISTANCE SELLING CONTRACTS AT LUXUM

**APPLIES TO PURCHASE AGREEMENTS CONCLUDED AS OF DECEMBER 25, 2014.
CONTAINS IMPORTANT INFORMATION ABOUT THE ORDER, TRANSPORT, RECEIPT OF ORDERED
GOODS AND SERVICES, INFORMATION AND INSTRUCTIONS FOR ASSEMBLY, OPERATION,
MAINTENANCE, CLEANING AND WARRANTY CONDITIONS.**

Preamble:

Luxum is a recognized and one of the largest suppliers of high-quality interior design, architectural concrete, small-scale architecture and atypical furniture forms in Poland. Luxum operates in the manufacturing, services and commercial sectors and enables remote ordering using the tools available on the Internet. Due to the nature and quality of the products and services offered, Luxum does not operate a typical online shop. Rightly so, considering that the successful ordering of products or services tailored to individual Customer needs requires an individual approach and communication that cannot be integrated into the standard frameworks, forms and habits of online commerce and thus the standard rules for distance selling and services. With a view to the highest quality of service, we have drawn up regulations which, to the best of our knowledge and belief, contain all the information required by law in connection with distance selling. The rules protect your interests and are a guide to ethical business, because the provisions of these rules protect and safeguard you more than they are required by applicable law. We are proud to be able to meet the demands of a modern, Consumer-friendly luxury market, knowing that Luxum's excellent quality and commitments should be reflected in the regulations. If something is incomprehensible or you have doubts, we will be happy to explain it to you.

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Luxum takes care of Consumer rights. The Consumer cannot waive the rights conferred on him by the Consumer Law Act. Contract conditions which are less favourable to the Consumer than the provisions of the Consumer Law Act are invalid and replaced by the provisions of the Consumer Law Act. Therefore, the provisions of the

Regulations contained in these General Terms and Conditions are not intended to exclude or restrict the rights of Consumers under mandatory law and any doubt should be removed for the benefit of the Consumer. In the event of any conflict between the provisions of these Terms and Conditions and the above provisions, these provisions shall prevail and apply.

1. GENERAL PROVISIONS

- 1.1. Luxum with the websites www.luxum.pl, www.carbonc14.pl, www.cristalstone.pl, www.luminato.eu, www.architektoniczny-beton.pl is operated by the company under the name Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*) and is registered in the National Court Register under the number KRS 0000706686. The address of the registered office and delivery address is: ul.(*street*) Dekerta 44,30-703 Krakow, NIP: 679 316 0462, e-mail address: biuro@luxum.pl, telephone number: **+48 12 346 49 11**.
- 1.2. These General Terms and Conditions are addressed to both Consumers and traders using long-distance transport services carried out by Luxum (with the exception of point 11 of the Regulation, which is addressed exclusively to traders).
- 1.3. The administrator of the personal data processed in connection with the implementation of the provisions of these General Terms and Conditions is the Service Provider. Personal data is processed for the purposes, to the extent and on the basis of the principles stated in the data protection declaration published on the web pages of the Internet shop. The provision of personal data is voluntary. Any person whose personal data are processed by the service provider has the right to inspect their contents and the right to update and rectify them.
- 1.4. Definitions:
 - 1.4.1. WORKING DAY - one day from Monday to Friday, except on public holidays.
 - 1.4.2. Registration form - a form available at www.luxum.pl that allows you to create an account.
 - 1.4.3. ORDER FORM - Electronic service, an interactive form available at www.luxum.pl that allows you to place an order and determine the terms of a sales contract, including delivery and payment methods.
 - 1.4.4. CUSTOMER - (1) a natural person who has full legal capacity and, in the cases provided for by general law, a natural person who has limited legal capacity; (2) a legal entity; or (3) an organisational unit without legal personality which is granted legal capacity by law; - who has concluded or intends to conclude a purchase contract with the Seller.
 - 1.4.5. Civil Code - Civil Code Act of 23 April 1964 (Journal of Laws 1964, No 16, item 93, as amended).
 - 1.4.6. ACCOUNT - Electronic service marked with an individual name (login) and password provided by the Customer, a collection of resources in the IT system of the service provider in which the data provided by the Customer and information about orders placed by him in the Internet shop are collected.
 - 1.4.7. NEWSLETTER - Electronic Service, an electronic distribution service provided by the Service Provider via e-mail, which enables all users to automatically receive from the Service Provider the cyclic content of subsequent issues of the Newsletter with information about products, novelties and promotions in the Internet shop.
 - 1.4.8. PRODUCT - a movable object available in the Luxum offer and subject to a contract of sale between the Customer and the Seller.
 - 1.4.9. RULES - these rules for distance selling regulations.
 - 1.4.10. PORTAL/WEB SITE - website of the service provider that enables the presentation of goods.
 - 1.4.11. SELLER, SERVICES, PRODUCT, COMPANY- Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*) represented by Robert Bardo, Rafał Łukawski, Gracjan Piszczek, are the owners of the LUXUM trademark.
 - 1.4.12. SALES CONTRACT - a contract for the sale of a product concluded between the Customer and the Seller via the website www.luxum.pl or by e-mail.
 - 1.4.13. ELECTRONIC SERVICE - a service offered by the Service Provider to the Customer electronically via a website or e-mail.
 - 1.4.14. SERVICES - (1) a natural person who has full legal capacity and, in the cases provided for by generally applicable regulations, a natural person who has only limited legal capacity; (2) a legal person; or (3) an organisational unit without legal personality which is granted legal capacity by law; - with the use or intention of using an electronic service.
 - 1.4.15. Consumer Law Act; Act of 30 May 2014 on Consumer Rights (Journal of Laws 2014, item 827, as amended).
 - 1.4.16. Order - a declaration of intent by the Customer, made using the Order Form or by e-mail, directly aimed at concluding a contract of sale for a Product with the Seller.

2. E-SERVICES BY LUXUM

- 2.1. The following electronic services are available at www.luxum.pl: redirected e-mail addresses.
- 2.2. Technical requirements necessary for cooperation with the ICT system used by the service provider:
 - (1) Computer, laptop or other multimedia device with Internet access;
 - (2) Access to e-mail;
 - (3) Browser: Mozilla Firefox version 11.0 or higher or Internet Explorer version 7.0 or higher, Opera version 7.0 or higher, Google Chrome version 12.0.0 or higher;
 - (4) Minimum recommended resolution: 1024x768;
 - (5) activate your web browser to save cookies and support Javascript.

- 2.3. The Customer is obliged to use electronic means of communication in a manner that is in accordance with the law and morality, respecting the personal rights, copyrights and intellectual property rights of the Service Provider and third parties. The recipient is obliged to enter the data properly. The service recipient is prohibited from providing illegal content.
- 2.4. Complaint procedures in electronic services:
 - 2.4.1. Complaints related to the provision of electronic services by the Service Provider and other complaints related to the operation of the www.luxum.pl portal (with the exception of the product complaint procedure indicated in the points). 6 and 7 of the General Terms and Conditions) The Customer may contact the registered business address of the service provider or the e-mail address biuro@luxum.pl: in writing:
 - 2.4.2. It is recommended that the Customer include a description of the complaint in the description of the complaint: (1) Information and circumstances about the subject of the complaint, in particular the nature and date of the irregularity; (2) the Customer's request; and (3) the contact details of the complainant - this facilitates and accelerates the handling of the complaint by the service provider. The requirements mentioned in the previous sentence are to be understood only as recommendations and do not affect the effectiveness of complaints submitted without the recommended description of the complaint.
 - 2.4.3. The service provider shall reply to the complaint without delay, at the latest within 14 calendar days of the date of its submission.

3. CONDITIONS FOR THE CONCLUSION OF THE SALES CONTRACT

- 3.1. The conclusion of a sales contract between the Customer and the Seller takes place after an order has been placed by the Customer via the order form or a clear declaration of intent in an e-mail correspondence with an authorised representative of the Luxum brand.
- 3.2. The prices of the products shown on the websites www.luxum.pl and Luxum are in Polish zloty and include taxes. The total price together with the taxes of the ordered product as well as the delivery costs (including the costs of transport, delivery and postal services) and other costs, and if it is impossible to determine the amount of these fees - the obligation to pay - the Customer will be informed on the website or in electronic form (SMS, MMS, e-mail, instant messenger, social media portals) at the time of the expression of the Customer, who is bound by the sales contract, at the latest, however, during the order and the determination of the details of the order.
- 3.3. **Method for concluding a distance contract**
 - 3.3.1. The order is made by a declaration of intent in the e-mail correspondence or in an order form, if such a technical possibility exists.
 - 3.3.2. After placing an order, the Seller must immediately confirm his receipt and at the same time accept the order for processing. The confirmation of the receipt of the order and its acceptance for execution is carried out by the Seller, who sends the Customer an appropriate e-mail to the e-mail address indicated when the order was placed, containing at least the Seller's declaration of receipt of the order and its acceptance for execution and confirmation of the conclusion of the purchase contract. After receipt of the above-mentioned e-mail message by the Customer, a purchase contract is concluded between the Customer and the Seller.
- 3.4. The consolidation, security and provision of the content of the concluded purchase agreement to the Customer shall be effected by (1) the provision of these General Terms and Conditions on the website www.luxum.pl (2) the sending of an e-mail message to the Customer in accordance with point (b) of this paragraph. 3.3.2. the Rules of Procedure. The content of the purchase contract is additionally recorded and saved in the computer system of the Seller's Internet shop.

4. PAYMENT METHODS AND TERMS FOR PRODUCTS

- 4.1. The Seller provides the Customer with the following payment options within the framework of the purchase contract:
 - 4.1.1. Cash payment "cash on delivery" on delivery (applies to prepaid transactions)
 - 4.1.2. Cash payment for personal collection.
 - 4.1.3. Payment by direct debit or credit card VISA or Mastercard.
 - 4.1.4. Payment by bank transfer to the Seller's bank account.
 - 4.1.4.1 Bank: Idea Bank
Account number: 66 1950 0001 2006 0048 9713 0002
 - 4.1.3.3. In the event of a failure of the payment system, another account number of the Bank providing services on the territory of the Republic of Poland may be indicated.
 - 4.1.4. Electronic payments and payments by credit card via PayU.pl - possible current payment methods are indicated on the website www.luxum.pl in the "Order" tab and on the website <http://www.payu.pl>. However, the technical possibility of electronic payment by credit card may not exist. Then the payment information will not be published on the [luxum.pl](http://www.luxum.pl) website.

4.1.4.1. The settlement of electronic payment and payment card transactions is carried out by PayU.pl at the Customer's option. The processing of electronic payments and payment cards is carried out by the company:

4.1.4.1.1. PayU.pl - PayU S.A. with registered office at Poznań (registered office address: ul. Grunwaldzka 182, 60-166 Poznań), registered in the Register of Entrepreneurs of PayU S.A. with registered office at Poznań (registered office address: ul. Grunwaldzka 182, 60-166 Poznań) in the Register of Entrepreneurs of the National Court Register under number 0000274399, registration files

by the District Court Poznań - Nowe Miasto and Wilda in Poznań, capital stock of 4.000.000 PLN fully paid, NIP: 779-23-08-495.

4.2. Payment term:

4.2.1. If the Customer chooses cash payment for personal collection, bank transfer, electronic payment or payment by credit card, the Customer is obliged to make the payment within 1 day after conclusion of the purchase contract.

4.2.2. Due to the specific nature of the goods and services ordered, the payment method and date can be determined individually, including instalment payments and forms of pre-financing.

4.2.3. The Seller can refuse the sale by cash on delivery or without advance payment or deposit.

4.2.4. The prices are stated on the manufacturer's website and in publications, brochures and other marketing materials and are for information purposes only and do not constitute a commercial offer in the actual sense of the regulations.

5. COSTS, METHODS AND DEADLINES FOR DELIVERY AND COLLECTION OF THE PRODUCT

5.1. Delivery of the product is possible in the territory of the Republic of Poland and under the usual conditions all over the world.

5.2. The delivery of the product to the Customer is subject to a charge, unless the purchase contract provides otherwise. The costs for the delivery of the Product (including transport, delivery and postal services) shall be notified to the Customer at the latest at the moment when the Customer declares his intention to be bound by the Purchase Agreement. The delivery costs can also be indicated on the website www.luxum.pl. This rule is waived if the buyer has not provided an address, has not expressed the will to deliver or the transport could not be estimated at the time of the expressed readiness to conclude the purchase contract due to unusual dimensions, the specificity of the goods and/or the specificity of the transport.

5.3. The personal collection of the product by the Customer is free of charge.

5.4. The Seller shall provide the Customer with the following methods of delivery or receipt of the Product:

5.4.1. Postal dispatch, cash on delivery at individually agreed conditions.

5.4.2. Courier delivery, courier delivery, collection at individually agreed conditions.

5.4.3. The Customer can order an individual transport. The costs for this transport are determined individually.

5.4.4. Personal pick-up available at: Dekerta-street 44, 30-703 Krakow on working days, from 10:00 to 16:00, for bulky goods the address of personal collection can be changed. In the case of large-sized products, the Customer who receives the goods personally is obliged to have a suitable vehicle with technical equipment that enables safe loading and transport.

5.5. **The delivery time for a product to the Customer is** up to 7 working days, unless otherwise stated in the description of a particular product or when ordering. In the case of products with different delivery dates, the delivery date is the longest date indicated, but may not exceed 7 working days, unless otherwise stated in the product description or in the order. The commencement of the period for delivery of the product to the Customer shall be calculated as follows:

5.5.1. If the Customer chooses the method of payment by bank transfer, electronic payment or payment card - from the date of crediting the bank account or settlement account of the Seller.

5.5.2. The delivery date of the product can be set individually.

5.6. **Date of acceptance of the Product by the Customer** - in case of personal acceptance of the Product by the Customer, the Product is ready for acceptance by the Customer within 7 working days, unless otherwise stated in the description of a particular Product or in the Order. In the case of products with different dates of readiness for collection, the date of readiness for collection is the longest date indicated, but may not exceed 7 working days, unless otherwise stated in the order. The Customer shall be informed of the readiness for use of the Product to be received by the Seller by sending a corresponding e-mail to the Customer's e-mail address provided when placing the order. The start of the period for the Customer to collect the product is calculated as follows:

5.6.1. If the Customer chooses the method of payment by bank transfer, electronic payment or payment card - from the date of crediting the bank account or settlement account of the Seller.

5.6.2. If the Customer chooses the method in cash for personal collection - from the date of conclusion of the purchase contract.

5.6.3. The payment methods on delivery can be set individually.

5.6.4. Payment by credit or debit card is possible if this is technically possible on a certain day. Luxum informs you about the technical possibility of payment by payment cards at www.luxum.pl under "Order".

- 5.6.5 Delivery of the products is possible worldwide against payment. The price is determined individually and calculated in advance. Delivery is possible if there is a transport company in the territory of the recipient country that guarantees genuine delivery.
- 5.6.6. In case of return of goods from abroad, the Customer is entitled to reimbursement of shipping costs in the amount not exceeding the amount of the delivery on the territory of the Republic of Poland.

6. PRODUCT COMPLAINT

(APPLIES TO SALES CONTRACTS CONCLUDED WITH A CONSUMER CUSTOMER)

Valid from 25.12.2014.

- 6.1 The basis and extent of the Seller's liability towards the Customer if the sold product has a material or legal defect (warranty) are determined by generally applicable laws, in particular the Polish Civil Code.
- 6.2. The Seller is obliged to deliver the product to the Customer free of defects. Detailed information on the Seller's liability for product defects and the rights of the Customer are laid down in the Act of 30 May 2014 on Consumer Protection.
- 6.3. The Customer can file a complaint:
- 6.3.1. - in writing to the following address: ul. (street) Jana Dekerta 44, 30-703 Kraków
- 6.3.2. - in electronic form by e-mail to: biuro@luxum.pl.
- 6.4. It is recommended that the Customer include a description of the complaint in the description of the complaint: (1) information and circumstances relating to the subject of the complaint, in particular the nature and date of the occurrence of the defect; (2) a way of bringing the product into compliance with the contract of sale or a declaration of price reduction or withdrawal from the contract of sale; and (3) contact details of the complainant - this facilitates and accelerates the examination of the complaint by the Seller. The requirements mentioned in the previous sentence are to be understood only as recommendations and do not affect the effectiveness of complaints submitted without the recommended description of the complaint.
- 6.5. The Seller will reply to the complaint of the Customer, who is a Consumer, without delay, but no later than 14 calendar days after the date of its submission. Failure by the Seller to reply within the above deadline means that the Seller has deemed the complaint to be justified (applies only to Consumers).
- 6.6. If it is necessary to deliver the Product to the Seller in order to respond to the Customer's complaint or to exercise the Customer's warranty rights, the Customer shall be requested by the Seller to deliver the Product to the address: ul. (street) Jana Dekerta 44, 30-703 Kraków, at the expense of the Seller. However, if, due to the nature of the defect, the nature of the product or the way in which it is assembled, it would be impossible or excessively difficult for the Customer to deliver the product, the Customer is requested to make the product available to the Seller at the place where the product is located, after prior consultation with the Seller.
- 6.7. 6.6 The provisions shall not affect the expiry of the period within which the Seller must respond to the Customer's complaint pursuant to Clause 6.6 of the Regulations. 6.5 of the regulations and does not violate the Customer's right to demand that the Seller dismantle the defective product and reassemble it after replacing it with a defect-free product or eliminating the defect referred to in Article 561 paragraph 1 of the Civil Code.
- 6.8. The way in which a certain range of products can be used can be regulated by additional rules, which are also referred to as "contract conditions" or "specification" in the remainder of the rules.
- 6.9. The Seller does not accept complaints or cash on delivery returns.
- 6.10. The shipment of the product complained of to the Guarantor may also be at the expense of the complainant. If the complaint is accepted, the Guarantor shall immediately reimburse the Applicant for the shipping costs up to the amount of the cheapest postal or courier service, taking into account the weight and volume of the consignment. The shipping costs can be higher than with a normal package or postage. The securing of the consignment for the duration of the transport is necessary and is the responsibility of the complainant.
- 6.11. If the delivery of the advertised product represents an unreasonable burden for the Consumer, the Guarantor shall organise the transport. The Consumer is obliged to prepare the transport, securing and delivery of the goods to the Freight Forwarder at a place technically accessible to the Freight Forwarder's vehicle.
- 6.12. The Seller (company, contractor, firm) is not responsible for the actions of third parties if the ordered goods were on the board of the buyer or at the place indicated by him.

7. EXTRA JURISTIVE APPROACH AND REGULATIONS AND ACCESS TO THIS PROCEDURE AND THE RIGHTS TO RETURN THE PURCHASE AGREEMENT.

- 7.1. Detailed information on the possibility of extrajudicial complaints and redress by the Customer who is a Consumer and the rules for access to these procedures can be found in the offices and on the websites of county (city) Consumer advocates, social organisations whose statutory tasks include Consumer protection, the labour inspectorates of the countries and at the following Internet addresses of the Office for Competition and Consumer Protection:

http://www.uokik.gov.pl/spory_Consumerckie.php; http://www.uokik.gov.pl/sprawy_indywidualne.php and http://www.uokik.gov.pl/wazne_addresses.php.

- 7.2. A Consumer Customer has the following examples of out-of-court complaint and redress possibilities:
- 7.2.1. The Customer is entitled to appeal to the permanent friendly Consumer court referred to in Article 4. 37 the Act of 15 December 2000 on Trade Inspection (Journal of Laws of 2001, No. 4, item 25, as amended), with an application for settlement of a dispute arising from the purchase agreement. The rules for the organisation and operation of friendly courts for permanent Consumers are laid down in the Regulation of the Minister for Justice of 25 September 2001 laying down the rules for the organisation and operation of friendly courts for permanent Consumers. (Journal of Laws of 2001, No. 113, item 1214).
- 7.2.2. In accordance with Article 36 of the Law of 15 December 2000 on Labour Inspection (Journal of Laws of 2001, No. 4, item 25, as amended), the Customer is entitled to request the Provincial Labour Inspector to initiate a mediation procedure for the amicable settlement of a dispute between the Customer and the Seller. Information on the rules and procedures of the mediation procedure conducted by the Voivodship Labour Inspectorate is available in the offices and on the websites of the Voivodship Labour Inspectorate.
- 7.2.3. The Customer may receive free assistance in settling a dispute between the Customer and the Seller, including free assistance from a local Consumer ombudsman or social organisation whose statutory tasks include Consumer protection (including the Consumer Association, the Polish Consumer Association). Advice is provided by the Consumer Association on the free Consumer hotline (+48) 800 007 707 and by the Association of Polish Consumers at porady@dlakonsumentow.pl.
- 7.2.4. The Customer has the right to appeal against the negative decision on the complaint to the HOMSA Board of Directors. The Management Board shall notify the Customer of the decision within 30 days of receipt of the complaint.

8. WARRANTY AND WITHDRAWAL FROM THE PURCHASE AGREEMENT (APPLIES TO SALES CONTRACTS CONCLUDED BY CONSUMERS FROM 25 DECEMBER 2014 ONWARDS)

Luxum mainly provides manufacturing services for a non-standardised product manufactured according to the Consumer's specifications or individual needs, so that withdrawal from a distance contract may be impossible or limited.

- 8.1. A Consumer who has concluded a distance agreement may withdraw from it within 14 calendar days without giving reasons and without incurring costs, with the exception of the costs referred to in (a), (b) and (c). 8.8 of the Rules of Procedure. In order to comply with the time limit, it is sufficient to send a statement before the expiry of the time limit. For example, a declaration of withdrawal can be made:
- 8.1.1. - in writing to the address: Galeria Luxum ul. Dekerta 44.30-703 Kraków
- 8.1.2. - in electronic form by e-mail to the following address: biuro@luxum or pomoc@luxum.pl.
- 8.2. An exemplary model of the revocation form is contained in Annex 2 to the Consumer Law Act. The Consumer may use the model form, but this is not mandatory.
- 8.3. The period for withdrawal from the contract begins:
- 8.3.1. for a contract in the performance of which the Seller delivers the Product and which is obliged to transfer its ownership (e.g. a contract of sale) - from the taking over of the Product by the Consumer or a third party other than the carrier designated by the Consumer and, in the case of a contract comprising (1) several Products delivered individually, in batches or in parts, from the taking over of the last Product, the batch or the part, or (2) regular delivery of the Products for a limited period from the taking over of the first Product;
- 8.3.2. in the case of other agreements - from the time the contract is concluded.
- 8.4. In the event of withdrawal from the contract concluded at a distance, the contract shall be deemed not to have been concluded.
- 8.5. The Seller shall reimburse the Consumer immediately, no later than 14 calendar days after receipt of the Consumer's notice of withdrawal from the Contract, all payments made by the Consumer, including the cost of delivery of the Product (except for additional costs arising from the mode of delivery chosen by the Customer, which is not the cheapest customary mode of delivery). The Seller shall refund the payment by the same means of payment as the Consumer, unless the Consumer has expressly agreed to another method of reimbursement which does not entail any costs for the Consumer. Where the Seller has not offered to collect the product from the Consumer himself, he may withhold reimbursement of payments received from the Consumer until he has received the product back or until the Consumer has provided evidence that he has returned the product, whichever is the earlier.
- 8.6. The Consumer is obliged to return the product to the Seller immediately, at the latest within 14 calendar days of the day on which he withdraws from the contract, or to hand it over to the Seller or the person authorised by the Seller to receive it, unless the Seller has offered to collect the product himself. In order to meet the deadline, it is sufficient to return the product before the deadline. The Consumer can return the product to the following address: ul. (street.) Jana Dekerta 44.30-703 Krakow.

- 8.7. The Consumer shall be liable for any reduction in the value of the product resulting from its use which goes beyond what is necessary to establish the nature, characteristics and functioning of the product.
- 8.8. Possible costs related to the Consumer's withdrawal from the contract to be borne by the Consumer:
- 8.8.1. If the Consumer has opted for a method of delivery of the product other than the cheapest usual method of delivery, the Seller shall not be obliged to reimburse the Consumer for any additional costs incurred. Due to the special nature of Luxum products, the parcel may be higher than a normal postal parcel.
- 8.8.2. The Consumer bears the direct costs of returning the product.
- 8.8.3. Due to the special nature of Luxum's products and services, which in the case of a product or service product are tailored to the individual needs of the Customer, the provision of services begins immediately, i.e. before the expiry of the withdrawal period, a Consumer who exercises his right of withdrawal following such a request is obliged to pay for the services provided to him in the case of a product or service product at the date of withdrawal from the contract. The amount of the payment shall be calculated in proportion to the scope of the service, taking into account the price agreed in the contract or the remuneration. Where the price or remuneration is excessive, the basis for calculating that amount shall be the market value of the consideration paid. If the Customer does not agree to the commencement of the Service or Product at the time of the conclusion of the Contract, the Customer must withdraw from the conclusion of the Contract.
- 8.8.4. If the Seller receives the goods back in a deteriorated condition, he must deduct the amount to be returned in proportion to the loss in value of the goods.
- 8.8.5. Due to their specificity, architectural concrete panels and some products from the Seller's offer are manufactured each time to the individual order of the Customer, and each of them has different characteristics of this type of product, therefore the Seller applies approved exceptions to the statutory general rule of returnability and withdrawal from the contract within 14 days for Customer-related reasons - see section 8.9.1 (3), Exceptions to the general rule also apply to made-to-measure or custom features, furniture, sanitary equipment or decorative panels, lighting, wall coverings.
- 8.9. The right to cancel a distance contract shall not be conferred on the Consumer in the case of contracts:
- 8.9.1. (1) for the provision of services, if the Seller has fully provided the service with the express consent of a Consumer who has been informed prior to the commencement of the service that he loses the right to withdraw from the contract after the provision of the service; (2) if the price or remuneration depends on fluctuations in the financial market over which the Seller has no control and which may occur before the expiry of the withdrawal period; (3) that a product has been manufactured according to the specifications of the Consumer or to meet his individual needs; (4) that a product has as its object which may deteriorate or expire rapidly; (5) where the delivery item is a product delivered in sealed packaging which cannot be returned after opening for health or hygiene reasons if the packaging is opened after delivery; (6) where delivery is made for products which, after delivery, are by their nature inseparably linked to other articles; (7) for which alcoholic beverages, the price of which was agreed when the contract of sale was concluded, the delivery of which can only take place after 30 days and the value of which depends on fluctuations in the market over which the Seller has no control, are the subject of the services; (8) where the Consumer has expressly requested the Seller to come to him to carry out urgent repair or maintenance; where the Seller provides services in addition to those requested by the Consumer or supplies products other than spare parts necessary to carry out the repair or maintenance, the Consumer has the right of withdrawal for additional services or products; (9) which deal with sound or video recordings or computer programs in sealed packaging when the packaging is opened after delivery; (10) for the supply of periodicals or other than a subscription contract; (11) concluded by public auction; (12) for the provision of non-residential accommodation, the transport of goods, car rental, catering, leisure, entertainment, sport or culture, where the contract provides for a day or period for the provision of the service; (13) for the provision of digital content not recorded on a physical medium, where the provision has begun with the express consent of the Consumer before the expiry of the withdrawal period and after the Seller has informed the Consumer of the loss of the right to withdraw from the contract.
- 8.9.2. The standard warranty for a Consumer Customer on all services and goods is 24 months from the date of purchase. Provisions on buyers who are not Consumers (e.g. companies, institutions) are described within the framework of warranty protection in Chapter 9 of the regulations.
- 8.9.3. The warranty does not cover mechanical, thermal, chemical or radiation damage.
- 8.9.4. The guarantee expires if the product is modified or altered by the Customer himself.
- 8.9.5. Non-compliance with the installation instructions, other instructions, maintenance and cleaning instructions may void the warranty.
- 8.9.6. When submitting a complaint, please state the date of purchase or send a copy of the invoice or receipt.
- 8.9.7. Detailed warranty conditions for certain product types may be described in the specifications for these products and individual legal provisions in the remainder of this Regulation.

9. PROVISIONS FOR ENTREPRENEURS

- 9.1. This point of the General Terms and Conditions and the provisions contained therein apply only to Customers and service recipients who are not private Consumers.

- 9.2. The Seller has the right to withdraw from the purchase contract concluded with the Customer. The withdrawal from the sales contract can take place in this case without indication of reasons and does not justify any claims of the Customer, who is not a private Consumer opposite the salesman.
- 9.3. For Customers who are not private Consumers, the Seller has the right to restrict the available payment methods, including the obligation to make an advance payment in whole or in part, regardless of the payment method chosen by the Customer and the fact that the purchase contract has been concluded.
- 9.4. Upon release of the Product by the Seller to the Freight Forwarder, the benefits and liabilities associated with the Product and the risk of accidental loss of or damage to the Product shall pass to the Customer, who is not a private Consumer.
In this case, the Seller shall not be liable for any loss of or damage to the Product resulting from acceptance for transport until release to the Customer and from delays in the transport of the shipment.
9.5 If the Product is shipped to the Customer via a carrier, the Customer, who is not a private Consumer, is obliged to inspect the shipment at the time and in the manner accepted for these shipments.
If he finds that the product has been lost or damaged during transport, he is obliged to take all necessary steps to establish the liability of the carrier.
- 9.6. According to article 558 § 1 BGB the liability of the Seller is excluded from the guarantee for the product towards a Customer who is not a private Consumer.
- 9.7. If the warranty conditions have not been agreed in individual cases, the Seller grants a 12-month warranty on goods and services.
- 9.8. The liability of the Seller/service provider towards the Customer/non-Consumer Customer, for whatever legal reason, is limited - both as an individual claim and for all claims in total - to the amount of the price paid and the delivery costs according to the purchase contract, however, at the most to one thousand zlotys. The Seller/service provider is liable to the Customer/non-Consumer only for the typical damage foreseeable at the time of conclusion of the contract and not for lost profit or opportunities vis-à-vis the Customer/non-Consumer.
- 9.9. All disputes between the Seller/service provider and the Customer/service provider who is not a private Consumer shall be submitted to the court responsible for the Seller/service provider's place of business.

10. PROTECTION OF PERSONAL DATA

Privacy policy in accordance with the (EU) DSGVO system and the Personal Data Protection Act (Journal of Laws 1997, No. 133, item 883).

10.1 Via the contact form on the LUXUM website, the provision of the data required for the conclusion of the contract, the start of the design process and the dispatch of the order - the user agrees to the processing of personal data.

10.2 The administrator of personal data is Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*)

10.3 The owner of personal data registered by Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*) has the right to request the deletion of personal data:

10.3.1 Written to the address of the registered office of Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*) ul. (street) Jana Dekerta 44, 30-703 Kraków, Poland

10.3.2 By e-mail to: biuro@luxum.pl

10.4 User data is factual information that enables us to identify a person, such as First name, last name, address, e-mail address.

10.5 User data (computer IP, first name, surname, e-mail address, address) may be used for marketing purposes (e.g. newsletter system).

10.6 The Customer has the right to access, correct and "forget" his data if he expresses such a will.

10.7 All data provided by users are protected by the administrator of personal data - Homsa Sp. z o.o. spółka komandytowa (*Ltd. limited partnership*)

11. CONCLUDING PROVISIONS

11.1 The contracts concluded through Luxum shall be concluded in the Polish language.

11.2 Amendment of the Regulation:

11.2.1 The Service Provider reserves the right to make changes to the General Terms and Conditions for important reasons, i.e.: Changes to the statutory provisions; changes to the terms of payment and delivery - insofar as these changes affect the implementation of the provisions of these General Terms and Conditions.

11.2.2.2 In case of conclusion of continuous contracts on the basis of these conditions (e.g. provision of an electronic service - account) the amended conditions are binding for the Customer if the requirements specified in articles 384 and 384 paragraph 1 of the Civil Code are fulfilled, i.e. the Customer has been duly informed about the amendments and has not been informed about them. has terminated the contract within 14 calendar days from the date of notification. In the event that the amendment of the Regulations led to the introduction of new fees or to an increase in current fees. The Consumer has the right to withdraw from the contract.

11.2.3 If, on the basis of these General Terms and Conditions, agreements other than ongoing agreements are concluded (e.g. a purchase contract), amendments to the General Terms and Conditions shall in no way affect the rights acquired by Customers/Customers who were Consumers before the amendments to the General Terms and Conditions came into force, in particular amendments to the General Terms and Conditions, orders not already placed or transmitted and purchase agreements concluded, executed or executed.

11.3 All matters not governed by these General Terms and Conditions shall be governed by the generally applicable provisions of Polish law, in particular: Civil Code; the Act on the Provision of Electronic Services of 18 July 2002. r. (Journal of Laws of 2002, No. 144, item 1204, as amended); for sales contracts entered into with Customers on or after December 25, 2014. Consumers - provisions of the Consumer Law Act of 30 May 2014 (Journal of Laws of 2014, item 827, as amended); and other relevant provisions of generally applicable law.

11.4 Additional legal provisions shall apply to products from the sanitary, architectural concrete, various types of interior furnishings, building materials and decorative materials sectors, which form an integral part of these regulations.

11.5 The websites of the supplier/manufacturer may contain incorrect information; the information on the websites does not constitute a commercial offer.

12. CONDITIONS FOR ORDERING ARCHITECTURAL CONCRETE SLABS

Thank you for your willingness to order Luxum architectural concrete slabs (CREATIVE CONCRETE) and congratulate you on your good choice. If you choose this product, you can be sure that you will receive a product that is manufactured using the latest technologies, modern and meets the strictest standards for architectural concrete cladding. What is very important, because you have chosen these architectural concrete slabs, you also save money and time during installation. The following order conditions are general information about the execution of an order for architectural concrete slabs. Information on plate size, surface structure, colour, method and delivery date are determined individually, also by electronic communication via Internet, telephone or fax, if such a technical possibility exists at a certain time.

§1

Luxum natural architectural concrete panels are the highest quality decorative panels of high quality and excellent in aesthetic merits, without the content of harmful synthetic fibres. Ideal for interiors, facades, walls, floors, cupboards, columns, fireplaces, window sills, fences, small architecture.

Luxum panels are frost-resistant and fireproof (class A1).

We have remained true to the principle that the greatest good is a satisfied Customer. A reliable service and clear, easy-to-read tips and the following information will guarantee that you will enjoy a perfectly designed interior in post-industrial, very modern, European style.

Please read and follow these instructions.

Luxum architectural concrete slabs are CE and PZH certified.

The Supplier (also called the Manufacturer, Contractor) is a registered business entity - operating under the name Homsa Sp. z o.o. spółka komandytowa (Ltd. limited partnership) with its seat in Kraków, ul. (street) Dekerta 44, 30-703 Kraków.

a) The Customer collects the ordered assortment at the address indicated by the manufacturer. The personal collection is free of charge.

b) At the buyer's request, ordered records and other assortments can be delivered by company transport or courier for an additional fee, depending on the date and place of delivery. At the same time, due to the nature of the goods, e.g. architectural concrete, the goods are shipped on pallets without any involvement. The supplier (courier) has a truck equipped with a hydraulic unloading ramp and a hand pallet truck for transporting goods on a pallet.

c) The Customer can also specify the carrier from the manufacturer's factory or warehouse, in which case the manufacturer will order such a transport service. This service is subject to a charge and depends on the number of panels ordered and the place of delivery.

§2

The tasks of the manufacturer include the production according to the individual order of the Customer/Client:

A) Architectural concrete slabs in the size and colour chosen by the Client in accordance with the current offer of the manufacturer, from the colour palette of the architectural concrete posted on the website www.luxum.pl or from the colour palette of Luxum architectural concrete slabs. At the same time, the actual colouring of the ordered goods may deviate from the sample or the exhibited goods. Individual copies of the boards may also differ in different degrees of colour and dimensions, particularly in thickness, sheet deformation and outline.

B) Architectural concrete impregnation for solvent-based or water-based concrete in a quantity of 0.2 - 0.35 litres per 1 m² slab.

C) liquid soil for priming the soil and concrete slabs for priming the surface in contact with the ground, or tangential bottom with the function of sealing.

D) One-component, waterless hybrid adhesive, in cartridges of 290 ml and a capacity of up to 1.5 m², for mounting concrete slabs prepared by the fitter on difficult substrates, both inside and outside buildings. However, the performance of a hybrid adhesive may be limited due to technical installation conditions, but this performance shall not be less than 0,72 m² per cartridge.

The application of the impregnating agent can easily change the appearance of the boards. Depending on gypsum board moisture content and impregnation conditions

- The impregnating agent highlights the natural changes that occur on the surface of the concrete slab. In the case of impregnation with "wet stone", the architectural concrete always changes its shade in a way characteristic of this type of impregnation.

2. Colours, outpourings, inclusions, crampons (pores), properties, dimensions of the individual precast elements may vary, which is a natural, desirable and expected characteristic of architectural concrete slabs.
3. All questions relating to the quality, aesthetics and dimensions of the panels should be communicated to the supplier prior to assembly, even if the panels are assembled by an authorised Luxum representative.
4. Natural architectural concrete can change its parameters and aesthetics both before and after laying. Minor deformations and kinks are also possible. These are the characteristics that distinguish real concrete from imitation.
5. The bonding of slabs can change their dimensional and aesthetic properties, which is characteristic of architectural concrete of natural origin.
6. It is recommended to order concrete slabs from stock, as the manufacturer does not guarantee that the same concrete series will be delivered in case of subsequent delivery and the slabs supplementing the order may differ from those originally delivered.

§3

1. The prices for the execution of the ordered assortment correspond to the commercial offer. For Customers who are also Consumers, the prices quoted in the offer are gross prices. For legal entities engaged in a business activity, the offer may include net amounts.

Payment can be made at the Luxum cashier or you can confirm the transfer to your account: EN 66 1950 0001 2006 0048 9713 0002

When placing the order, the Customer shall make an advance payment of 100% of the order value, unless otherwise specified in the 2nd individual commercial offer.

§4

1. The parties agree on a period of 5 working days for the performance of the contract, unless the individual commercial offer provides otherwise. Concrete slabs in stock are transported within 2 working days.

Before placing the order, the Client should inform Luxum of the current delivery date of the panels ordered in the colour, structure and size chosen by the Client.

2. In exceptional cases, the delivery time may be extended to 10 working days. In this case Luxum is obliged to inform the Customer in advance about the new delivery date.

Due to the special nature of the transport of concrete slabs, a longer delivery time than with a regular courier service must be taken into account.

3. The Customer is obliged to inform the Company of possible changes to the date of receipt of the order.

4. If the delivery is made by courier or transport of the manufacturer, the unloading shall take place at a place indicated by the principal where safe technical conditions exist and the evaluation of these conditions shall be the responsibility of the forwarder. Deliveries are made by trucks over 3.5 tons. The delivery of records does not include accommodation.

If there are no conditions for unloading at the place indicated by the buyer, the buyer is obliged to indicate another unloading place. The change of place and time of unloading may cause additional costs which may be higher than the original transport costs. The buyer is obliged to bear these costs before the physical acceptance of the goods.

6. The forwarder (courier company) delivers the goods in accordance with the regulations of the forwarder, which comply with the Transport Act. The courier may cancel the delivery or collection of the goods

without notice and deliver the goods at a different time. In this case Luxum is not liable for lost profits, chances or fees or obligations towards third parties.

7. Slabs made of natural architectural concrete have different aesthetic and technical characteristics, which is characteristic of this type of product. There are no two identical natural concrete slabs.

§5

Warranty Terms

Thanks to the high quality of Luxum panels you get the longest guarantee on the market.

There are no complaints about Luxum plates (or slabs) in practice, but if there is such a need, it will facilitate and speed up the application of the following information:

a) All complaints must be submitted in writing, by registered mail or electronically (e-mail to biuro@luxum.pl) within 24 months of receipt of the order for the Consumer (individual Customer). For a Customer who is not a Consumer (e.g. a company, an institution), the guarantee applies individually (if no individual guarantee period has been specified, the guarantee period specified in Section 9.7. of the Regulations). Sending a complaint by e-mail or telephone is additionally informative and facilitates the complaint process.

b) Plates that are not permanently bonded to the substrate receive **an additional 40 year warranty**.

c) The warranty does not cover damage caused by improper use, Maintenance, cleaning, transport, assembly, storage, substrate defects and mechanical damage.

d) Dry boards, clean, neatly stored, without any traces of assembly or cutting, can be objected to.

e) The advertised copies of the plates are delivered to Luxum magazine by the advertiser at his own expense. If the complaint is accepted, transport costs will be reimbursed on the basis of average prices of courier services.

f) If the Seller provides a courier for collection, the applicant is obliged to pack the advertised goods on a pallet, secure them and hand them over to the courier at a place which is technically accessible for a truck and a pallet truck.

g) The colour and dimensional differences of the slabs due to the natural and variable properties of the concrete are not subject to warranty and complaint. The colours, aesthetics and dimensions of the panels may change before, during and after assembly.

h) In the event of an unjustified complaint, the travel or shipping costs shall be borne by the Customer.

i) The slabs should only be transported on pallets padded with spacers of foamed polystyrene at least 5 mm thick or corrugated board. Secure the corners of the plate and secure the correct attachment of the load to the pallet.

j) Store the slabs in dry, ventilated rooms, in a vertical position, with the long side on the floor, unpacked from the transport packaging immediately after receipt. Do not install the slabs with foamed polystyrene spacers, cardboard spacers or spacers made of any other material (it is best to use wooden dowels, wedges or expansion joints as for tiles). If deformation occurs during storage, place the slab on a flat floor and gently load it. Within 12 hours, the slabs return to their original shape. However, there is a risk that curvatures will be repeated due to the appearance of "material memory".

k) Slabs over 0.4m² should be laid by at least 2 persons in the "upright" position, in white clean gloves.

l) Use clean, dry gloves for handling the plates.

m) Observe all recommendations and notes on the subject of architectural concrete. contained in these Rules of Procedure. Non-observance of the instructions and recommendations may result in a reduction or loss of the warranty.

n) The guarantee does not exclude or exclude Consumer rights due to non-compliance with the contract.

§6

1. Installation Recommendations

Thanks to the innovative technology used in the production of Luxum original architectural concrete slabs without harmful synthetic fibres, installation is fast and even many times cheaper than with competing slabs, which allows real savings.

a) All assembly instructions are for information purposes only. The manufacturer shall Warranty obligation for the installation only if the installation is carried out by an authorised installation team on behalf of Luxum. The installation instructions and recommendations do not constitute a manual or equivalent expertise.

b) Luxum architectural concrete slabs are high-quality slabs that achieve a perfect aesthetic effect and enable cost-effective and effective installation.

c) Decorative concrete slabs made of Luxum architectural concrete do not contain synthetic fibres.

d) The slabs can be successfully processed with tools for concrete, stone and earthenware processing. They can be cut, drilled etc. or cut to 45 degrees. The 3 cm thick facade and interior panels must be anchored to natural stone with natural stone anchors. The work should be carried out by a qualified bricklayer or a specialist fitter for stone and concrete facades. It is recommended to carry out static tests before assembly. Facade panels with a thickness of 1, 1.5 and 2 cm can only be glued to the façade if certain conditions are met, which will be discussed with an authorised Luxum employee. Irrespective of the information received, the applicable building regulations must be observed during installation. The assembly of the panels is the responsibility of the installer.

e) Inner panels can be anchored with anchors or laid as large format tiles with suitable high plastic adhesives. It is recommended to use an architectural concrete adhesive from the Luxum range (otherwise the warranty will be lost) as the Seller/manufacturer is not responsible for bonding with adhesives other than those offered by Luxum. Luxum, it is recommended to carry out an absolute test of adhesion. If adhesives not offered by Luxum are used (the sole responsibility of the purchaser), the cement adhesive will be dissolved by dissolving the cement adhesive.

- Emulsions, e.g. Isolastic, instead of water. Only use white, highly flexible adhesives for large-size, sensitive natural stone slabs (C2TES2). Before applying the adhesive, the reverse side of the panel and the wall should be primed with a high-quality LUXUM primer. Apply an adhesive bridge reinforcement layer to weaker or unsafe substrates and facades (e.g. adhesive primer with Luxum CREATIVE-CONCRETE IPX-8 CONTACT SURFACE waterproofing function) and impregnate the top and edge panels with Luxum architectural concrete impregnation. Impregnate with Luxum impregnation according to instructions before processing and assembling the panels.

If the panels are mounted on anchors, impregnation can be carried out by spraying after assembly.

f) It is recommended to hire an experienced installation team authorised by Luxum or another professional company with several years of documented experience in the installation of large format architectural concrete slabs. Irrespective of the instructions and recommendations received, the building regulations must always be observed. The decision on the type of installation and the responsibility for its execution is made by the fitter, the installation manager or the site manager. It is recommended to use the services of an authorized manufacturer.

g) The assembly of primed and impregnated boards should be carried out on properly prepared, well primed, load-bearing, dry, clean, seasonal boards, without weak plaster, dust, paint and wallpaper residues, etc. surfaces can be carried out. Use primer to improve the adhesion of the materials. Prime both the substrate and the back of the panels.

i) At positive temperatures, preferably above +5 to +25 degrees Celsius, the panels should be bonded in dry and ventilated rooms. Only install clean, dry and colour-matched panels that have been previously matched, and the colours may change after installation, which is a natural phenomenon. Do not overheat rooms and provide ventilation. Do not heat closed rooms without good ventilation (e.g. tilt windows) within 72 hours of installation. When laying architectural concrete slabs on duct adhesives, it is important to maintain a balance between temperature and humidity. When using cement adhesive, water must not evaporate too quickly or too slowly from the adhesive and the substrate. Immediately before, during and after installation, the concrete slabs and the substrate must not become sunny or damp.

j) Many contractors install the panels on the so-called "contact" with a gap width of 0.5 mm and this is not a problem (the installation on the "contact" is only the responsibility of the installer), but it is recommended to install the panels with a gap width of at least 4 mm. The characteristic features of the built-in architectural concrete, which are natural for the built-in architectural concrete, are slight unevenness and protrusions as well as unevenness of the expansion joint, which can change after assembly and during use. Keep expansion joints of at least 10 mm away from floors, panels and wall edges. Smaller expansion joints can lead to problems during the assembly of gypsum plasterboards, their correct placement in the assembly area and to cracking and deformation.

k) Before assembly, it is essential to check the panels carefully for their dimensions (due to their specific nature, the dimensions of the panels may differ from those indicated) and for any defects or damage. Lay only impeccable tiles, with approval of the tiles to be laid always on the side of the buyer. When the panels are assembled by an assembly team authorised by Luxum, the panels are deemed to have been unreservedly released for assembly by the purchaser at the time of approval of the assembly by the assembly team.

The placement of concrete slabs on the wall should be prepared on the basis of the previously prepared design. Assembly according to the natural measurement of both the assembly area and the panels, taking into account the colour tones and deformations. It is recommended to paint the substrate in places where the expansion joint appears in a colour similar to that of concrete slabs. When planning the assembly, the possibility of multidirectional deformation of the concrete slab and its dimensional changes must be taken into account.

l) It is recommended to leave the panels in the room where they are to be installed for at least 2 - 3 days before assembly. Concrete slabs should be unpacked from the transport packaging immediately upon receipt.

l) When assembling the boards, the recommendations of the manufacturers of materials used in the assembly process must be taken into account.

Materials (substrates) on which the panels are to be mounted. Follow the instructions on the packaging carefully.

m) When assembling concrete slabs, a test assembly of 2-4 slabs should be performed and proper assembly should take place 3-4 days after the test. It is not recommended to store, process or assemble the product at a humidity of more than 45% and during and immediately after precipitation and under variable humidity and temperature conditions.

It is not recommended to assemble panels from different supplies or production batches.

n) In case of doubt, consult the manufacturer before installation. The telephone number of the technical hotline is open from Monday to Saturday from 9.00 a.m. to 6.00 p.m., but the working hours of the hotline can be changed.

o) The panels must be impregnated before assembly. Use an impregnating agent from the Luxum range. Standard, the offered impregnating agent is a high-quality hydrophobic impregnating agent. When the panels are used in areas exposed to the following conditions

Contact with greases, it is recommended to use oil repellent impregnation and waxes. When used in areas where heavy soiling can occur, it makes sense to cover the architectural concrete with clear glass.

The impregnation should only be applied before mounting the panels. If the assembly does not take place on stone anchors, a spray impregnation can be carried out after the assembly.

Before impregnating, it is recommended to check the humidity of air and plasterboard with suitable technical equipment. Impregnate and assemble the panels with a humidity below 2%.

p) The seal should be installed according to the manufacturer's instructions or the information supplied with the seal. However, it is always necessary to perform an impregnation test on an invisible spot. Impregnate with an impregnating agent provided by Luxum at a temperature of +5 to +25 degrees Celsius and a humidity of not more than 35%. In ventilated, dry and ventilated rooms. Only impregnate the boards after checking their conformity with the order, clean and dry them. The plates should be impregnated horizontally, with a sponge roller or short hair or by spraying. Do not apply too much impregnating agent. If too much waterproofing is applied, wipe off the excess with a clean, dry cloth. In dry room conditions a layer of the impregnating agent can be applied. In places exposed to higher humidity or outdoors, apply the impregnant twice.

The use of impregnation can change the aesthetic properties of concrete slabs, which is a natural phenomenon.

The occurrence of colour differences in the panels or stains, even after a longer period of time after assembly, may be caused by:

- Impregnation or installation of damp room panels above 2% or under damp conditions (damp or poorly ventilated rooms, during or immediately after precipitation, in rooms with a lot of vegetation or in a vertical garden).
- The impregnation or assembly of dusty panels as a result of storage or processing (cutting, grinding, drilling).
- Contamination with cement fraction after cutting with water.
- Apply the impregnation to sunny or dusty areas or dry.
- Lack of protection of the reverse side of the panels and the substrate against moisture or sudden changes in moisture in the Luxum floor.
- Uneven distribution or excessive amount of impregnating agent.

r) In areas where there is a high risk of moisture, it is recommended to grout with an epoxy joint and the substrate should be sealed with a "liquid film" x 2 (Flexible Luxum Moisture Sealing Sheet). An insulating tape should be inserted between the insulation layers in the corners. It is recommended to use a primer with waterproofing function. IPX-8 CONTACT SURFACE . The impregnation of concrete is absolutely necessary in wet areas.

s) Boards that are laid as floors should be grouted and impregnated. It is also recommended to grow the soil. After impregnation and/or waxing, the slabs can change colour and aesthetic impressions, which is typical of architectural concrete. Lay concrete slabs on floors, in swimming pool areas, on terraces, wet areas in bathrooms - only with SIKABOND T8 or equivalent adhesive. Do not apply Luxum adhesive in cartridges.

t) When gluing panels SIKABOND T8 or equivalent, apply the adhesive according to the instructions of the adhesive manufacturer. Use distance crosses. It is recommended to use levelling systems, e.g. Rubi, and to mount a supporting starter strip with an L-profile. Follow the instructions on the adhesive label and the documentation received. The final decision on the installation and the responsibility for the installation lies solely with the installer. It is necessary to take into account the recommendations on the packaging. Bond at temperatures between +5 and +25 degrees Celsius. Do not stick in the sun or rain. In sunny locations, the installation site and the panels must be protected from the sun for at least 48 hours after installation. The full strength of the bond is achieved after at least 72 hours.

u) The boards must not be laid on expansion joints, defective floors or surfaces exposed to moisture or sudden changes in humidity which may cause cracks or micro cracks, e.g. due to deposits or stresses. Do not mount the panels in places exposed to vibrations from machinery or transport vehicles, work carried out, etc.

t) If the slabs are installed in a building, the minimum waiting time after which the concrete slabs can be installed is at least 18 months from the date of delivery of the closed raw condition confirmed in the building logbook.

u) Install concrete slabs only on substructure rails. Installation on gypsum plaster is not recommended. It is forbidden to mount on weak plaster, painted walls, fine plaster, paint residues, wallpaper and other wall coverings. For gypsum plasters it is recommended to use studded boards MFP, OSB III or IV or GK substructure boards prepared for installation and laying with Luxum adhesive. The substrate must be load-bearing and prepared according to the rules of architecture.

v) The Luxum one-component adhesive on a hybrid, waterless basis ensures quick assembly. Available in 290 ml cartridges that require a standard density mass gun. Follow the instructions on the adhesive label. Apply adhesive strips vertically every 25-30 cm, dot by dot in corners, on the back of the primed concrete slab and press onto the prepared surface. Don't rip any records off. If you need to remove or tilt the plate from the surface, remove the plate, remove the adhesive and reapply the adhesive. Tearing off or tilting the plate will damage the adhesive joint. Use distance crosses (recommended minimum 4 mm). Luxum's hybrid one-component adhesive for architectural concrete offers a limited "manoeuvrability" of the concrete slab, so when using this adhesive the fabricator must pay attention to the protrusions, be it the variable thickness of the slabs and, if necessary, the orientation of the slabs (calibration), usually by appropriate grinding and cutting. Calibration is not necessary because the transitions and unevenness of the expansion joints between the slabs are not a disadvantage in architectural concrete.

w) Non-observance of all assembly instructions can lead to manufacturing errors and incorrect assembly of the boards. The most common effects of incorrect assembly are: Contamination of the slabs, occurrence and colour changes, occurrence of "wet" non-removable places (where the absorbency and shade associated with the natural character of concrete are not lacking, they are appreciated, normal properties of concrete products), detachment of the slabs from the ground and above average: arched bending (arching) of the slabs, concave cracks, cracks, creases. Aesthetic changes, cracks and other undesirable phenomena may also be caused by improper storage of architectural concrete slabs, in particular exposure to moisture or dust during storage. In order to avoid unwanted moisture, the panels should be installed within 3 weeks of the delivery date at the latest, without prejudice to the obligation to store the unpacked panels in one position on a column, with their longer side on a floor insulated from the floor, in dry, clean and airy rooms.

y) Concrete slabs and the subfloor should also be checked for moisture before installation. should not exceed 2%. If the humidity of the substrate and/or the concrete slabs is higher, dry them thoroughly and slowly.

z) Installation in damp and wet rooms (including bathrooms, kitchens, barn, orangery, etc.) is the sole responsibility of the buyer. When laying in wet and damp rooms, a high-quality Luxum waterproofing should be applied, in addition to an adhesive primer with Luxum waterproofing function and filling the expansion joint with

waterproofing joints. The concrete lining itself, like most ceramic tiles, is not completely waterproof and can absorb water despite impregnation, resins and waxes. It's a natural phenomenon.

- aa) Aesthetic changes to concrete slabs can also occur in contact with detergents, food, various liquids, chemicals, weather conditions, etc., which is a normal phenomenon.
- bb) In case of doubt, the architectural concrete supplier must provide the Customer or a person named by him with all possible information and instructions for proper installation. It is recommended that the installer contacts the manufacturer before installation. This recommendation is in the interest of the Customer, as the manufacturer is not responsible for the consequences of installation not carried out by an authorised fitter.
- cc) Suitable MFP, GK or OSB can be used as a replacement for the Luxum concrete slab cladding - after they have been firmly anchored in the primary wall.
- dd) Luxum concrete slab cladding can be used, even on walls that are not only clad, but also made of suitable MFP, GK or OSB slabs on the following wall types. In this case, the wall construction should be reinforced so that the substructure for the concrete is stable.
 - ee) The top layer of OSB or other load-bearing wood-based panels should be sanded and then thoroughly dusted and primed.
 - gg) GK panels should be firmly mounted on reinforced profiles. Only use carrier boards with increased moisture resistance. Only use load-bearing GK plates (which are load-bearing).
 - hh) The mounting plates are to be checked again by the buyer immediately before the assembly process. Concrete slabs must be dry and clean, free of defects and impregnated. If necessary, the concrete ceilings must be correctly cut, ground and calibrated.
 - ii) It is forbidden to lay concrete coverings without prior preparation of the substrate and the slabs themselves.
 - jj) Assemble the tested and calibrated concrete slabs "evenly" and keep them horizontal. Use of the level and do not adjust the plate to the plate. The final effect must be considered, not the episode. If the plate is not glued at the same level as the plate, it can be ground correctly. This is not a problem because they are concrete slabs and the edges should also be wiped from dust and any unevenness.

The calibration, grinding and preparation of the plates is the responsibility of the fitter. Calibration, grinding, etc. is not required, but the expansion joint may become uneven and the surface may "crack" and buckle. This is not a disadvantage for architectural concrete arrangements.
 - kk) For INDUSTRIAL CONCRETE panels, the panels can be ordered with an individual cut. Tolerance of the cutting dimension +/- 1,8mm. The price is determined individually. Ordering a cutting service can extend the delivery time of concrete slabs. Cutting inserts are not returnable or interchangeable.
 - ll) For joints between laid concrete slabs, we recommend the use of an epoxy compound that matches the colour of the slab. It is absolutely necessary to carry out a test for each lens colour and to check for discolouration. For safety reasons, the edges of the tiles should be protected from contact with the joint, e.g. by applying a high-quality masking tape. Remove the tape immediately after pressing.

The colour changes of the panels both before and after installation are normal for natural architectural concrete. The colour correction can be achieved by additional impregnation with a colouring impregnating agent. The use of a colouring impregnating agent changes the natural appearance of the concrete.
 - mm) The assembly of concrete slabs and in particular their processing can lead to dust, noise, vibrations and specific odours. Unless the parties agree otherwise, the buyer is obliged to secure the work area.
 - nn) If the assembly is carried out by a team commissioned by the Seller, the Customer is obliged to secure the concrete slabs, the assembly material and the work carried out at his own expense and risk until the beginning of the assembly or the continuation of the assembly work. The contractor is not liable for damages caused by third parties or force majeure. In the event of such damage, the Customer shall be obliged to compensate for the work performed to date and for the damage incurred by the Contractor.

Notes on cleaning and care of architectural concrete products

1. Non-impregnated panels can be vacuumed with a vacuum cleaner with a soft attachment for vacuuming walls or furniture. Wiping with a soft, clean and white cloth is permitted.
2. Impregnated panels can be cleaned by vacuuming with a soft-top vacuum cleaner, a clean white cloth that can be moistened with water or water with a mild, colourless soap. Then wipe with a soft cloth and clean water.
3. Impregnated facade panels can be washed with a brush with a soft bristle colour and water with colourless soap. Then rinse with water. It is permissible to clean the impregnated façade with a high-pressure cleaner without applying very high pressure. In this case, light cleaning agents can be used.
4. Maintenance of Luxum architectural concrete slabs is only permitted with Luxum architectural concrete impregnation according to instructions.

5. HYDROSTOP (Luxum concrete panels, factory impregnated) or impregnated and waxed, you can sweep with brushes with soft bristles, vacuum and wash with soap or mild detergents for floor cleaning.
6. Do not use irritating cleaning agents, coloured cleaning agents, sharp washers, brushes, cloths for cleaning. The use of solvents, acetone etc. is prohibited.
7. Always carry out a test on an invisible spot when cleaning for the first time.
8. In case of doubt, always contact your dealer or manufacturer. On the manufacturer's website you will find the telephone number of the information hotline for ordering and installation personnel.
9. Compliance with the cleaning and maintenance instructions is mandatory.

Legal notice: Architectural concrete slabs have variable properties that are characteristic of this type of product. This is the reason why the Seller applies approved exceptions to the legal rule of the possibility of return and withdrawal from the contract within 14 days for reasons for which the Customer is responsible.

13. CONTRACTUAL CONDITIONS FOR SANITARY FACILITIES

Thank you for choosing Luxum's exclusive sanitary facilities. Sinks, bathtubs, shower trays, washbasin tops and other Luxum bathroom fittings are a guarantee of a good choice. If you choose Luxum sanitary products, you can be sure that you will receive a product that is manufactured using unique technology, modern and meets the most demanding needs. The following order conditions are general information about the execution of the order of sanitary facilities. Information on size, shape, colour, type of material and invoice as well as type and time of delivery shall be determined individually, including by electronic communication via Internet, telephone or fax, if such a technical possibility exists at a certain time.

1. Bathtubs, washbasins, shower trays, washbasin tops and other bathroom fittings are manufactured to individual specifications, tailored to the individual needs and preferences of the Customer.
2. The gross price for the product, the delivery and the installation is determined for the placing of the order (the price for the delivery is determined if the Customer has not personally accepted the ordered goods at Luxum). The price for the installation shall be determined if the Client wishes to place an order for the installation of the Contractor's sanitary facilities).
3. The price is determined individually, based on the project delivered by the Client, a sketch or description.
4. The contracting authority may award the project to a company (contractor).
5. Sketches prepared by the contractor for the needs of the implementation are free of charge, unless an individual agreement or agreements within the framework of negotiations provide otherwise.
6. The equipment shall be manufactured on the basis of a design prepared by the Client, based on the data and dimensions provided by the Client or on the Contractor's design accepted by the Client.
7. In any case, the Client is obliged to inform the contractor of any possible inclinations or irregularities of the walls, the thickness of plaster, felt, ceramic tiles, the position of windows or doors that are open in the area of the installed equipment. In the absence of such information, the Contractor shall assume that the walls and other surfaces on which the equipment is to be mounted are flat, comply with Polish standards, are not inclined and have a load-bearing capacity appropriate for the installation of the equipment. Subsequent work resulting from the need to adapt the device to irregularities, other openings, substructures, cuts or the installation of additional holes in the device is treated as additional work.
8. If the parties decide that Luxum will prepare a furnishing project for the Client, the contractor will carry out the project on the basis of visualizations, sketches and guidelines of the Client as well as the measurements and other comments provided to the Client. The contracting entity shall send the project to the contracting entity or a person designated by it for approval. The acceptance of the project can be made by e-mail to the address of the contractor.
9. All construction changes of the Customer or construction changes of the contractor after its acceptance require the agreement of the parties and if necessary changes of the contract conditions regarding the duration of the contract and the amount of the remuneration of Luxum.
10. The parties MUST confirm the following findings with regard to the characteristics of the facility:
 - a) Dimensions (unless the dimensions are not an integral part of the order)
 - b) raw material
 - c) dedication
 - d) Colour (if the parties do not agree on the colour, hygiene products are usually produced in white).
 - e) Final invoice (if the parties do not agree on the invoice, a matt structure is produced for sanitary products).

11. If the installation is carried out by Luxum, the buyer is obliged to provide for the front of the work, sufficient lighting, running water and electricity. Transport and assembly do not include construction work, demolition, dismantling, the need to use special equipment, cranes, carts, belts.
12. The method of insertion must be safe and unhindered. If there is no cover for the work, the contract shall be deemed to have been duly performed in the part relating to introduction and assembly and the Contractor shall be entitled to the remuneration due. If there are circumstances which allow a later assembly, the assembly can be carried out against surcharge.

PRODUCTION OF EQUIPMENT

1. Luxum undertakes to manufacture the equipment with due care, in design and in accordance with the rules of technology.
2. Luxum is not liable for defects in the equipment due to incorrect information provided by the Customer.
3. all materials, products and equipment used for their manufacture must be intact, meet the requirements of the contract, the standards and architecture and have the necessary permits and certificates.
5. the list of raw materials and colours of certain elements of the equipment shall be specified in the construction and specification or determined accordingly before an order is placed.
5. The Customer/Client accepts that due to the properties of raw materials and the manual production of materials and elements of the equipment, colouring, dilution, structure and properties of individual finished parts of the equipment may vary slightly, which does not constitute a defect in the equipment. Small colour differences of the elements, shadows, small structural differences as well as inclusions, small scratches or cavities do not reduce the value or usefulness of the furniture. For architectural concrete equipment, inclusions, effusions, shadows, micro cracks, changes and other properties of the concrete surface are permitted.
6. The contractor reserves the right to change some of the materials specified in the equipment specification into equivalent materials which are not of lower quality and parameters.
7. If, for objective reasons, the manufacturer has used materials other than those provided for in the individual contracts, the Customer is entitled to an additional warranty of 12 months.
8. The furnishing elements are manufactured according to high Luxum standards and with a maximum tolerance of up to 5 mm.
9. The manufacture of equipment begins immediately after the Customer has placed the order (contractual relationship). If the Client/Customer does not agree with the commencement of the immediate work, this should be agreed in writing to the address of the company headquarters or by e-mail.

DELIVERY OF EQUIPMENT

1. The equipment prepared for individual orders is manufactured on a date determined by the parties.
2. The ordered sanitary facilities can be picked up at the Luxum headquarters or at a predetermined location in the territory of Poland.
3. At the Customer's request, Luxum will deliver the equipment to the specified location in the territory of Poland for a fee. The transport charge is determined individually and communicated before the formal conclusion of the contract (order).
4. The risk of accidental loss of or damage to the delivered equipment shall pass to the Customer when the individual elements of the equipment are handed over to the Customer.
5. Any mechanical damage or incompleteness of the equipment should be reported upon receipt. In the case of delivery by courier or forwarding agency, the Customer is obliged to make all remarks to the Freight Forwarder regarding possible damage to the consignment or the equipment and to provide written confirmation thereof by the Freight Forwarder. If no defects are reported at the time of acceptance of the device, it shall be deemed that it was complete and free of mechanical defects at the time of acceptance.
6. Notice of defects other than mechanical defects may be given within 14 days of the date of delivery of the equipment, but shall not withhold payment of the remuneration to the Contractor. Defects in the parts of the furnishing elements cannot be the basis for refusing acceptance of the faultless elements.
7. If the Plant is not delivered on time or the Plant is not assembled on time, if the Contractor's delay is more than 7 working days, the Client may demand payment of a contractual penalty of 0.05% of the net remuneration for the manufacture of the Plant for each working day of the Contractor's delay or statutory interest.
8. There is a collection instruction on the transport packaging, follow the instructions.
9. Always check the goods on delivery, at the supplier or courier service. In case of objections, write a protocol with the supplier or courier on the day of delivery.

QUALITY ASSURANCE OF SANITARY FACILITIES

1. The contractor grants a 24-month guarantee on the quality of the equipment elements, calculated from the delivery date (applies to Consumers), unless the parties have agreed otherwise. The manufacturer is responsible for defects in equipment resulting from faulty workmanship or the use of improper materials. The warranty is valid only if the equipment elements are used properly, including maintenance and proper cleaning according to the manufacturer's instructions.

2. In the case of composite and conglomerate products, visible traces of tools or minor inclusions and scratches caused by processing are permissible. Products covered with concrete mass are not additionally defects of shades, efflorescence, resin and other characteristic features of concrete.
3. All complaints, notifications and notices of defects must be sent in writing to the Seller's address or by e-mail to biuro@luxum.pl.
4. Once the Seller's liability has been accepted, the defects will be remedied free of charge within 31 days of the date of notification. If the defect cannot be remedied within 31 days, the manufacturer shall set a new repair date.
5. in order for warranties and guarantees to be accepted, the Customer must observe the maintenance and cleaning instructions.
6. Follow all instructions and recommendations of this regulation.
7. The guarantee does not exclude or limit the rights of Consumers under the guarantee.

INSTALLATION OF SANITARY FACILITIES

1. The installation of sanitary facilities manufactured by Luxum should be outsourced to a reputable hydraulic or construction company specialising in the installation of sanitary facilities.
2. Unless otherwise agreed, the Customer shall install the ordered sanitary facilities at his own expense.
3. If the terms of the contract so provide, the supplier shall install the plant at the place where it is to be delivered.
4. The assembly is carried out according to the instructions of the Customer/orderer and according to the project, as far as technically possible and does not cause any additional costs on the part of the contractor. The installation does not include hydraulic or waste water connections, household appliances etc., fittings whose execution is the responsibility of the Customer/Customer.
5. For the time of installation, the Client/Customer shall provide Luxum - Contractor with the front side of the work and the media required for installation.
6. The mounting foot should be stable, straight and sufficiently reinforced. If the assembly is in a recess, the angles should be straight, the cladding should be free of protrusions and deformations, and all walls should be reinforced. The preparation of the substrate is the responsibility of the Customer. Inadequate preparation of the subsoil may lead to imperfections for which the contractor is not responsible.
7. All changes to the equipment (cuts, changes, etc.) that deviate from the design are additional works for which the date of completion and the installation price can be changed accordingly.
8. The installation of the website can be confirmed by a receipt protocol. It's in the files. The buyer is obliged to report any objections to the quality of the equipment. It is not necessary to draw up a protocol and the contractor may make a declaration after completion of the installation work.
9. The Contractor shall not be responsible for the storage of the equipment elements in the period from the delivery to the Customer/Orderer until the Customer/Orderer joins the installation and in the periods of possible interruptions of the installation work if the equipment is made available to the Customer/Orderer. The Customer/orderer is responsible for protecting the device from mechanical damage and adverse weather conditions during this time.
10. Tailor-made equipment is installed with suitable technical expansion joints, but expansion joints may be uneven due to minor product deformation or wall curvature, wobbling and instability of the substrate. The expansion joints are filled with a product-like or colourless sealant. Minor deviations in the vertical and horizontal axes are permitted. Curvatures of walls and surfaces can lead to final dimensional deviations which do not constitute a defect in the product and its assembly.
11. Earlier measurements by the Contractor shall not be the basis for refusal of acceptance of sanitary facilities and/or their installation if the substrate is not prepared for installation, deformations, bends, curvatures, instabilities or other defects of the substrate occur which may be the cause of installation problems.
12. If the Seller has supplied a drawing of the Product, the Buyer is obliged to check the drawing for compliance with the requirements, in particular the dimensions of recesses, walls, cabinets - including angles and inclinations.
13. If the assembly is carried out by the Seller and if there are obstacles to standard assembly (e.g. specialist drillings in sinter or rock or heterogeneous sub soils), the Buyer shall be obliged to bear additional assembly costs, provided that he is informed of them prior to assembly and expresses his opinion on them.
14. If the installation is not completed or interrupted for reasons for which the Customer is responsible, the Contractor shall be entitled to remuneration for the part of the installation, in particular including a flat-rate transport fee and any accommodation of the installation personnel. A further assembly can then be carried out for an additional charge.
15. Concrete washbasins shall be installed in accordance with the instructions for use, maintenance and cleaning of the washbasins.

THE TERM OF THE CONTRACT

1. If it is necessary to carry out additional work during assembly or to damage the equipment (e.g. breakage of the element during assembly or cutting), the deadlines for performance of the contract shall be extended accordingly.
2. The date of the conclusion of the contract is determined individually.

CONCLUDING PROVISIONS

1. The conditions of the concluded contracts/orders, in particular the remuneration of Luxum/Client, are treated as confidential information.
2. Luxum/Client may include in its advertising material information about cooperation with the Customer/Client without stating his general terms and conditions. The Customer/Client agrees that the contractor may take photos of the system before and after assembly and use the above-mentioned photos in advertising material, including brochures and the contractor's website.
3. Luxum/Client may entrust subcontractors with the performance of the contract for activities for which he is responsible, as if they were his own.
4. In matters not governed by this Agreement, the provisions of the Civil Code shall apply.
5. Amendments and supplements to the concluded contracts/orders must be made in writing.
6. All disputes and disagreements arising out of this Agreement shall be settled by the court having jurisdiction over the domicile of the Customer who is a Consumer. In the event that the Customer is not a Consumer, the court competent for the registered office of Luxum (Homsa) shall have jurisdiction.
7. Neither the Agreement nor the warranties granted limit or exclude the right to breach the Agreement.
8. An integral part of the terms of the contract is the cleaning and maintenance manual or the provisions of the regulations governing the cleaning and maintenance of a particular type of product.
9. Compliance with the cleaning and maintenance instructions is mandatory.

INSTRUCTIONS FOR THE OPERATION, CLEANING AND MAINTENANCE OF SANITARY AND SANITATION FACILITIES, AND BATHROOM FITTINGS MADE OF COMPOSITE MATERIALS

Luxum bathroom fittings are designed for a long service life while maintaining excellent user-friendliness and aesthetics. The prerequisite for the maintenance of the equipment prepared for the individual order in good condition is compliance with the recommendations in this manual.

1. The device is not resistant to aggressive chemicals. Avoid contact with solvents, hair dyes, varnishes, pipe cleaners, R2, etc.
2. Clean the products with commercially available liquid conglomerate cleaners or liquid colourless soap.
3. It is prohibited to clean bathrooms with composite materials, scouring milk, powder or sharp cloths, brushes, sponges, detergents.
4. Use a soft microfibre cloth to clean the bathroom fittings of composite materials. Do not let dirt, dust, residues of chemicals and cosmetics, residues of cleaning agents and water on the surface dry out.
5. Water and soap deposits etc. should be continuously removed so that they do not dry out on the surface.
6. Matt devices should not be polished. Unless using a special matte cloth with matte polishing paste, but not more often than every 6 months.
7. Depending on the intensity of use, highly polished plates should be polished every 3-6 months with a soft cloth and once with a polish.
8. If you are not sure about the aggressiveness of the cleaning and care chemicals, be careful, try to clean them first in an invisible place.
9. Cups, soap dishes, etc. of bathroom equipment should be glued with felt or silicone or rubber pads so that they do not scratch the surface.
10. The device is not resistant to constant contact with hard or medium-hard water. Wipe the appliance dry regularly or supply the water system with a water softener. Contact your local water supplier for information on water hardness.
11. Use the products only for personal hygiene at home in accordance with their intended use, unless the Customer has informed the manufacturer of the intended use for others before ordering, e.g. personal hygiene in the bathrooms at home.
12. Carefully tighten the batteries, always use a rubber or silicone pad.
13. In case of doubt, always contact the manufacturer.

INSTRUCTIONS FOR USE, CLEANING AND MAINTENANCE OF SANITARY AND ARCHITECTURAL CONCRETE BATHROOM FITTINGS (WASHBASINS AND WASHSTANDS)

The device has been designed to be ready for use for a long time while offering excellent ease of use and aesthetics. To keep the unit in good condition, follow the instructions in this manual. Contrary to popular belief, architectural concrete products are not self-cleaning and 100% scratch-resistant, as there is no such material, especially for the manufacture of sanitary facilities. If you follow the instructions, you can enjoy the beauty of your equipment while maintaining your full warranty.

Concrete washbasins are made by casting or spraying a special type of polymer concrete or by coating wooden elements (core), a concrete layer (micro cement) with surface protection with high quality epoxy resin. Luxum concrete washbasins; their aesthetics correspond to those of natural concrete, but they are much lighter, which makes them easy to install.

B1 The equipment may not be resistant to certain aggressive chemicals. Avoid contact with solvents, hair colorants, paints, pipe cleaners, inks, greases, lyes, acids, caustics, irritants, sharp objects, fire and a temperature of 38°C. and corrosive and irritating agents of household chemicals.

B2. Clean the devices with commercially available ecological, uncoloured soaps, free of abrasive substances. After cleaning, rinse with water and wipe carefully with a microfibre cloth.

B3 It is prohibited to clean or wash appliances with scouring milk, powders, sharp cloths, brushes, sponges, detergents and liquids for typical sanitary facilities.

B4 Articles should be cleaned with soft microfibre cloths. Do not allow dirt, dust, chemical and cosmetic residues to dry on the surface of the washbasin.

B5 Water and any soap deposits should be removed without drying out permanently on the surface of the product.

B6 Sinks should be washed in circular movements with a soft microfibre cloth.

B7. Architecturally concreted washbasins can have a variable surface appearance over their lifetime, which is characteristic of this type of product.

B8. If the aggressiveness of the chemicals used to clean and maintain sinks is unsafe, be careful, first perform a cleaning test in an invisible place.

B9. Cups, soap dishes etc. of the bathroom equipment should be glued with felt or silicone or rubber buffer so that they do not scratch the surface of the washbasin.

B10. The product substructure must not be wet (and flooded).

B11. Any inspection should be covered during use.

B12. If the products are connected or integrated with a cabinet or are additionally equipped with a cabinet or other device, the interior must be dry and clean and must not cause any stress to the product.

B13. Do not sit on the products, do not place any objects that may damage the surface, sharp, hard or hot, or that may stress the material due to their weight.

B14. Carefully tighten the taps and drains, use additional silicone or rubber buffers under the taps.

B15. Damaged washbasins must be taken out of operation and serviced by the manufacturer. If you notice scratches on the surface, apply Bostik Eponal Primer Resin immediately.

B16. After installation, apply Dynasil FX Impregnation or Concrete Wax once a year before the start of operation and once a year.

B17: In case of doubt, always consult the manufacturer.

13. GENERAL TERMS AND CONDITIONS FOR ORDERING INTERIOR FITTINGS, FURNITURE, ATYPICAL ARCHITECTURAL FORMS, 3D MDF PANELS, CORTEN STEEL PANELS, KRAKOW TILES, SFERIMO METALLIZED SURFACES, HOUSE PANELS, MIRROR TILES AND OTHER FURNISHINGS.

Interior design, individual furniture, decorative panels, atypical architectural forms, small-scale architecture from the Luxum manufactory, that means prestige and reliability. The following order conditions are general information about the execution of the order of products. Information on size, shape, colour, type of material and invoice as well as type and time of delivery shall be determined individually, also by electronic communication via Internet, telephone or fax, if such a technical possibility exists at a certain time. These general terms and conditions are an integral part of the above regulation.

1. All furniture products, small architectures, atypical architectural forms, claddings, panels, etc. are made to individual order, adapting them to the individual needs and preferences of the Customer.

2. The gross price for the product, the delivery and the installation is determined for the placing of the order (the price for the delivery is determined unless the Customer collects the ordered goods personally from Luxum). The assembly price is determined when the Customer wishes to place an order for the assembly of sanitary facilities, small architecture, Luxum decor panels, metallized surfaces, etc.

3. The price is determined individually, based on the project delivered by the Client or the demand.

4. The Customer can order the Luxum project.

5. Sketches/drawings produced by Luxum for the purposes of implementation are free of charge, unless a specific agreement or a negotiated agreement provides otherwise.

The devices are manufactured on the basis of the Customer's design, based on the data and dimensions provided by the Customer or on the Luxum design accepted by the Customer. Or according to available specifications according to Luxum offer.

7 The measurement by Luxum is subject to a fee (unless individually agreed otherwise). The price is determined individually, depending on the complexity of the measurements and the distance between the measuring point and Luxum headquarters.

8. If the measurements were not carried out by Luxum, the Customer must in any case provide the manufacturer with all possible inclinations or irregularities of the walls, the thickness of plaster, felt, ceramic tiles, the position of windows or doors that are open in the area of the installed equipment; the Customer must provide the equipment, if available, with drains, inspection openings. In the absence of such information, Luxum assumes that the walls and other surfaces in which the appliance is to be installed are flat, comply with Polish standards, are not inclined and have a load-bearing capacity appropriate for the installation of the appliance. Subsequent work resulting from the need to adapt the device to irregularities, other openings, substructures, cuts or the installation of additional holes in the device is treated as additional work.

9. If the parties decide that Luxum will prepare a furnishing project for the Client, Luxum will carry out the project on the basis of the Client's visualisations, sketches and guidelines as well as dimensions and other comments provided to the Client. The Client shall send the project to the Client or a person designated by the Client for approval. The acceptance of the project can be done by e-mail to the address biuro@luxum.pl.

10. Changes of the design of the Customer or changes of the design of Luxum after its acceptance require the agreement of the parties and if necessary changes of the contract conditions concerning the duration of the contract and the height of the remuneration of Luxum.

11. The parties must confirm the following findings with regard to the characteristics of the product:

- A) The material of the main elements of the facility.
- B) Purpose of use.

Furniture, 3D wall panels, CORTEN panels, Kraków tiles, Sferimo metallized surfaces - are always produced to individual order, both from a standard and a special list. Luxum will therefore apply an approved exemption from the possibility of returning the goods within 14 days of receipt.

PRODUCTION OF EQUIPMENT

- 9. Luxum undertakes to manufacture the equipment with due care, in design and in accordance with the rules of technology.
- 10. Luxum is not liable for defects in the equipment due to incorrect information provided by the Customer.
- 11. All materials, products and equipment used for their manufacture must be undamaged, comply with the requirements of the contract, standards and architecture and have the necessary permits and certificates.
- 12. The list of raw materials and colours of certain elements of the equipment is specified in the construction and specification or determined accordingly before an order is placed.
- 13. The Customer/Client accepts that due to the properties of raw materials and the manual production of materials and elements of the equipment, colouring, dilution, structure and properties of individual finished parts of the equipment may vary slightly, which does not constitute a defect in the equipment. Small colour differences of the elements, shadows, small structural differences as well as inclusions, small scratches or cavities do not reduce the value or usefulness of the furniture. For architectural concrete equipment, inclusions, effusions, shadows, micro cracks, changes and other properties of the concrete surface are permitted.
- 14. The contractor reserves the right to change some of the materials specified in the equipment specification into equivalent materials which are not of lower quality and parameters.
- 15. If, for objective reasons, the manufacturer has used materials other than those provided for in the individual contracts, the Customer is entitled to an additional warranty of 12 months.
- 16. The furnishing elements are manufactured according to high Luxum standards and with a maximum tolerance of up to 5 mm.
- 10. The manufacture of equipment begins immediately after the Customer has placed the order (contractual relationship). If the Client/Customer does not agree with the commencement of the immediate work, this should be agreed in writing to the address of the company headquarters or by e-mail.

DELIVERY OF EQUIPMENT

- 1. The equipment prepared for individual orders is manufactured on a date determined by the parties.
- 2. The ordered sanitary facilities can be picked up in person at the Seller's office or at a predetermined location in Poland.
- 3. At the Customer's request, Luxum will deliver the equipment to the specified location in the territory of Poland for a fee. And in the responsibility of the buyer anywhere in the world where technical and legal execution is possible. The carriage charge shall be determined individually and shall be fixed before the formal conclusion of the contract (placing of order), unless the circumstances of the contract did not allow for an earlier conclusion.
- 4. The risk of accidental loss of or damage to the delivered equipment shall pass to the Customer when the individual elements of the equipment are handed over to the Customer.
- 5. Any mechanical damage or incompleteness of the equipment should be reported upon receipt. In the case of delivery by courier or forwarding agency, the Customer is obliged to make all remarks to the Freight Forwarder about possible damage to the consignment or the equipment and to ensure its written confirmation by the Freight Forwarder. If no defects are reported at the time of acceptance of the device, it shall be deemed that it was complete and free of visible mechanical defects at the time of acceptance.

6. Notice of defects other than mechanical defects may be given within 14 days of the date of delivery of the equipment, but shall not withhold payment of the remuneration to the Contractor. Defects in the parts of the furnishing elements cannot be the basis for refusing acceptance of the faultless elements.

7. In the event of late delivery of the Plant or late assembly of the Plant, if the Contractor's delay is more than 7 working days, the Client may demand payment of a penalty as follows: 0.05% of the net remuneration for the execution of Equipment for each working day of the Contractor's delay.

8. Visible damage must be reported upon receipt. If the delivery is made by a courier, a damage report must be drawn up stating the type of damage to the goods and the packaging. It is recommended to take photos.

QUALITY ASSURANCE OF EQUIPMENT

1. Luxum grants the Consumer a 24-month warranty, calculated from the date of delivery of the device, and is responsible for manufacturing defects of the device resulting from its faulty workmanship or the use of improper materials. The warranty is conditional on the intended use, including maintenance and proper cleaning of the device components in accordance with the manufacturer's instructions, as well as proper assembly and operation in accordance with their intended use.

2. All complaints, notifications and notices of defects shall be sent in writing to the address of the Guarantor's registered office or by e-mail to biuro@luxum.pl.

3. After acceptance of the guarantor's liability, the defects shall be remedied free of charge within 14 days from the date of notification.

4. In exceptional cases, due to the complexity of the matter, an additional period may be granted for error correction.

5. Customer-specific products must not be provided with assembly and operating instructions.

6. Furniture supplied without mounting may require additional self-adjustment and/or mounting of additional fasteners.

7. Elements that can be damaged during transport can be dismantled and delivered separately for self-assembly.

8. The guarantee does not exclude or limit the rights of the Consumer, in particular the guarantee (conformity with the contract).

ASSEMBLY OF THE EQUIPMENT

1. The installation of sanitary equipment manufactured by Luxum should be ordered from a reputable company of a renowned installer, carpenter or building contractor, sanitary technician, specialist in the art of sanitary installation. The assembly of panels or small architectures should be entrusted to a suitable contractor who, with the experience and knowledge of his staff, guarantees the high quality of the assembly. On request, the assembly can be carried out by authorized representatives of the company for an additional charge. Installation is guaranteed on the territory of Poland, except in cases where installation is considered technically impossible or dangerous by the installer.

Unless otherwise agreed, the Customer must assemble the ordered equipment at his own expense.

If the terms of the contract so provide, the manufacturer shall assemble the equipment at the place of delivery.

4. The assembly (if included in the contract) is carried out according to the instructions of the Customer/Customer and according to the design. The installation does not include hydraulic or waste water connections, household appliances etc. manufactured by the Customer/Customer. (Unless otherwise stated in the contract).
5. For the time of the assembly the Customer/Client provides Luxum - contractor, the front side of the work and the media necessary for the assembly. The need to use atypical mounting solutions due to substrate failure may cause additional costs at the time the mounting problem is detected.
- 6 . Any changes to the equipment that deviate from the design (cuts, changes, etc.) constitute additional work for which the deadline for completion of assembly can be changed accordingly.
7. The completion of the assembly can be confirmed by a protocol on the acceptance of the assembly. The buyer is obliged to state any objections to the quality of the assembly in the protocol. The Protocol is not necessary unless the Parties have agreed otherwise. The Buyer is obliged to secure the equipment after assembly for the duration of other works and to protect it from damage in the period between assembly works if the rooms where the assembly works took place were not exclusively available for the assembly team. The installer is not liable for damage to the equipment at the place of installation by the purchaser or third parties. The buyer is obliged to secure the work area until the equipment and assembly work has been taken over. In the event of damage caused by the Customer or third parties, or accidental events beyond the control of the fitter, the repair can be carried out at extra cost. If damage prevents further proper assembly, the work shall be deemed to have been carried out in accordance with the order and the Contractor shall be entitled to remuneration.
8. The Contractor shall not be responsible for the storage of the equipment elements in the period from the delivery to the Customer/Client until the participation of the Customer/Contractor in the assembly process and in the periods of possible interruptions of the assembly work if the equipment is made available to the Customer/Client. The Customer/Client is responsible for protecting the device from mechanical damage and adverse weather conditions during this time.
9. The contribution and assembly do not include construction work, demolition, dismantling, the need to use special equipment and cranes, trolleys, belts, scaffolding, etc., and the need to use special equipment and cranes, trolleys, belts, scaffolding, etc.. The method of insertion must be safe and unhindered. If the front side of the work is missing, the Contractor shall be deemed to have been properly carried out and shall be entitled to reasonable remuneration for delivery and assembly.
10. Protect the product during assembly to avoid damage.
11. Carry out the installation work with due care, observing the health and safety regulations and the statutory provisions.
12. If the unit is installed in recesses, curves, unevenness, corners, uneven expansion joints and projections may occur after installation.
13. If necessary, the work may cause dust, vibration, noise and odours for which the company is not responsible.
14. If necessary or in case of doubt, do not continue with the installation work and ask the manufacturer for explanations.
15. Each device can have its own specific installation characteristics, which must be strictly observed to maintain the warranty and ensure safety.

MOUNTING EXECUTION

1. If it is necessary to carry out additional work during assembly or to damage the equipment (e.g. breakage of the element during assembly or cutting), the deadlines for performance of the contract shall be extended accordingly.
2. The delivery date is determined individually.
3. In emergency situations, regardless of the manufacturer, the delivery time can be changed according to the time required to remove the obstacle. In this case, the manufacturer shall inform the Consumer of the situation.

CONCLUDING PROVISIONS

1. The conditions of the concluded contracts / orders, in particular the amount of the Luxum / contractor remuneration, are confidential information.
2. Luxum / Contractor may include in its advertising materials information about the cooperation with the Client / Client without informing her of the conditions. The Client/Customer agrees that the contractor may take photographs of the installation before and after installation and use the above-mentioned photographs in advertising material, including brochures, and on the contractor's website.

3. Luxum/ contractor may delegate to subcontractors the performance of the contract for activities for which he is responsible, as if they were his own.
4. In matters not governed by these regulations, the provisions of the above general regulations and the provisions of the Civil Code shall apply.
5. Amendments and supplements to the concluded contracts/orders must be made in writing.
6. All disputes and disagreements shall be settled by the court having jurisdiction over the place of business of the Customer who is a Consumer. In the event that the Customer is not a Consumer, the competent court shall be that for the registered office of Luxum.
7. Neither the Agreement nor the warranties granted limit or exclude the right to breach the Agreement.
8. The cleaning and maintenance manual or the provisions of the regulations on maintenance and cleaning are an integral part of the contractual conditions.
9. Compliance with the cleaning and maintenance instructions is mandatory.

FEATURE OF 3D MDF PANELS

a) 3D-MDF panels are made from standard raw MDF panels on a CNC numeric milling machine and can be made from MDF with increased moisture or fire resistance at extra cost. When ordering 3D MDF panels with special properties, a surcharge will be calculated individually. Luxum's standard panels are designed so that the pattern on the panels is "compatible" and each additional panel is a continuation of the pattern. For panels with different dimensions or samples, the manufacturer does not guarantee the conformity of the sample arrangement.

b) 3D MDF panels are produced according to numbered patterns and sizes from the Luxum catalogues or on the www.luxum.pl website.

c) 3D-MDF panels can be produced in atypical sizes and surface finishes according to individual, special requirements.

d) 3D-MDF boards can be supplied with a white primer on request.

e) 3D-MDF panel surfaces can have fine inclusions, dust particles or machining residues, unevenness, small dimensional deviations. This does not constitute a defect in the product.

f) Carefully clean with a damp cloth or vacuum with a soft brush tip.

g) In the standard version, the boards are not moisture resistant. Panels in any design are not frost-resistant.

h) Be careful with that. Store in a dry, shady, well-ventilated place, inside buildings only. Unpack immediately after collection from the transport packaging.

i) Assembly recommendations for 3D-MDF panels:

The panels may only be anchored or glued to a stable, load-bearing substrate that is free of materials that could impair adhesion. 3D-MDF panels can be mounted on double-sided adhesive tape, Velcro tape or mammoth adhesive.

Observe the instructions of the manufacturers of assembly products.

3D-MDF panels may only be installed in dry and ventilated rooms.

To ensure that the joints are not visible after installation, the joints should be filled with wood or parquet filler and then sanded and painted with a primer. Carry out painting work on an even and primed surface.

For rooms with increased humidity (e.g. bathrooms, kitchens, orangeries) use the waterproof glued floor on the floor and on the back of the panels. After installation on anhydrous adhesive and expansion joint treatment, spray or brush the boards with a waterproof MDF primer and spray or brush with ceramic paint. Corners and expansion joints with floor, ceiling and wall should be filled with sanitary or roof silicone. Secure the drill holes with a waterproof surface and silicone. Clean the device according to the instructions of the paint manufacturer.

It is recommended to use high quality inks for MDF boards and in case of using ceramic inks in rooms with higher humidity.

SPECIALITY OF CORTEN STEEL PLATES (COR-TECH)

a) Corten steel plates are manufactured exclusively from original, high quality original Corten steel type A cold-rolled (the highest quality of all steel types of this type), with a filling (bottom) of wood-based panel (standard) that allows easy installation similar to ceramic tiles. The board of this type is not resistant to water and high humidity. If desired, the plate can also be filled with a non-combustible GK plate.

- b) The plates intended for outdoor use are filled with chamber polycarbonate. Before mounting the panel with a polycarbonate chamber filling, it is absolutely necessary to glue the surface of the panel. Matt with coarse sandpaper with a grain size of not more than 40, vacuum the surface after matting and degrease it with extraction spirit.
- c) The substrate should be firm, dry, clean and primed.

- d) Adhesives with highly elastic adhesives designed to bond a certain type of substrate to the filling of the panels ordered. The manufacturer can suggest a suitable adhesive, but the choice of adhesive is the responsibility of the fitter.
- e) Corten steel plates are manufactured in the sizes listed at www.luxum.pl.
- f) For individual orders it is possible to supply panels in special sizes and shapes.
- g) Corten steel plates are a specific product with different aesthetic characteristics depending on weather conditions, temperature, humidity, etc. They can be used in a variety of applications.
- h) Corten steel plates are supplied with the aging process initiated. During operation, the panels are covered with rusty patina of different colour and structure. The ageing process takes place at different times, depending on conditions and humidity.
- i) Handle the panels carefully with clean gloves and store them in the house.
- j) During storage, Corten steel plates must not come into contact with each other or with other objects on the front.
- k) Mount with a minimum expansion joint. 1mm, and of floors and ceilings 5mm inside buildings, in places not exposed to prolonged warming. In case of prolonged exposure to sunlight or heating of the panels, expansion joints of at least 3 mm must be used between the panels.
- l) Expansion joints of at least 4 mm must be used for outer panels.
- m) Individual copies may vary slightly in size.
- n) After a period of "maturation" of the steel, the plates stop "rusting" and reduce the possibility of "rusting".
- o) Corten steel plates have different aesthetic properties throughout their lifetime, which is a desirable and appreciated appearance.
- p) Panels can easily get dirty. Clean with a soft bristle brush or dry vacuum cleaner with a soft brush tip. Heavily soiled, they can be washed with clean water, but they will completely change their aesthetics.
- q) Do not accelerate "maturation" with water with added salt. This destroys the unique properties of Corten steel.
- r) Protect from scratches.

SPECIALITY OF MIRROR TILES IN LUXURIOUS FORMAT

Luxformat mirror tiles are made from high quality mirrors with machines that allow to achieve excellent quality. In order to ensure years of trouble-free operation, maintenance and cleaning must be observed.

- a) Install mirror tiles flawless, true to size, without scratches, upholstery, damage to the mirror (coating on the back of the tile).
- b) Use only mirror adhesive for mounting. Use of any other adhesive may damage the mirror and void the warranty.
- c) Small dimensional deviations of the individual tiles, small colour differences, differences in the finishing, inclusions are a matter of course and do not represent product defects.
- d) If the expansion joint is to be grouted, a mirror gasket or solvent-free silicone or a two-component glass mosaic joint should be used. The effect of the grout is the responsibility of the fitter.
- f) Before installation, an installation plan must be drawn up and the tiles adapted accordingly.
- g) The cutting of the Luxformat mirror tiles is possible with tools like mirrors.
- h) Do not clean the tiles directly on the tiles with mirror cleaners applied to a cloth. Wipe dry with a microfibre cloth or paper towel.
- i) In transport packaging, store in a dry place, do not expose to sunlight.
- j) Store, install and operate only at temperatures above 5 °C.

SPECIALITY OF THE HANDMADE TILES " CRACOW TILES "

The tiles "Cracow Tiles" are unique tiles that are handmade and fired in an oven according to traditional methods.

There are no two identical stones. Tiles "Cracow Tiles" are a response to the mass production of ceramic tiles, where the work and craft of an artisan is not the decisive factor for the product.

"Cracow Tiles" is a continuation of the almost hundred-year tradition of the Cracow tile shop, which until recently existed. The same people, the same technology and production continue in Krakow.

These are not only ordinary tiles, but also tiles from Krakow, where each copy of the tiles is made with knowledge, experience and passion, as well as unrivalled high quality.

In order to enjoy this high quality and uniqueness over decades, there are several rules to follow.

- a) Mount the tiles on the Luxum mounting adhesive.
- b) Apply Luxum Primer to the floor and back of the tile.
- c) Tiles can be machined with high-speed tools such as ceramic tiles.
- d) Clean with water using a soft sponge and a microfibre cloth.
- e) Krakow tiles are intended for interior cladding: Walls, fireplaces, stoves, furniture fronts, etc. Not suitable for floors and external facades. They are ideal for corridors, kitchens, bathrooms and living rooms.
- f) The Cracow Tiles are a handmade, traditional product that has been varnished to preserve its natural colour. The tiles can be glazed. The glazing is applied by hand in the traditional way.
- g) The individual tiles can differ from each other in every respect, which distinguishes genuine handmade tiles from prefabricated replicas.
- h) Slight deviations in colour, size and physical-chemical properties from the standards or differences between samples are characteristic of this type of product and testify to its originality and craftsmanship.
- i) The appearance of micropores is a natural feature. The number of micropores and changes may vary. This has no influence on the operation. Handmade tiles have different physical-chemical and aesthetic properties.
- j) Connection only with glass mosaic joints or solvent-free silicone. Carry out an inspection before grouting.
- k) Krakauer tiles are not frost-resistant.

SPECIALITY OF THE METALLIZED SURFACES OF SFERIMO

SFERIMO metallized surfaces based on Metalland technology are an innovative product that is unrivalled on the market. SFERIMO metallized surfaces are a type of application of "cold metal". A mixture of polymers with metal powder, catalysed with a hardener, is applied to various substrates by spraying or filling.

Excellent idea for the metallization of decorative panels, furniture fronts, elements of small architecture, sanitary facilities where there is no direct effect of water.

Please familiarize yourself with this specification to ensure that products coated with "cold metal" can be used for a long time.

Metal for cold application can be ordered for self-adhesive application to the surface or for metal coating by SFERIMO specialists.

1. Use according to the instructions and information on the packaging.
2. Clean with a slightly moistened, soft cloth. Do not allow water or other substances on the surface of the metal coating to dry. The best way to vacuum the coating is with a vacuum cleaner with a soft brush tip.
3. Do not use cleaning agents other than water.
4. A specific product with variable aesthetics throughout its life.
5. End products with SFERIMO coating may differ from those on templates and presentations. Certain 'imperfections' are a natural and characteristic feature of this product.
6. Individual products with SFERIMO (Metalland) coating may differ from each other.
7. Delivery of products for self-created applications up to 7 working days.
8. The execution of metallized surfaces is determined individually according to price and time.
9. SFERIMO decorative panels and other ordered decorative elements made of metallized surfaces may differ slightly in size from the ordered ones.

SPECIALITY OF VINYL FLOORS AND PARQUET PRESTIKONCEPT

PRESTIKONCEPT vinyl and parquet floors are unique floor coverings of the highest world standard. You have numerous certificates and win a large number of very satisfied Customers. These floors are light, aesthetic, thin, very durable, easy to install and clean, hygienic.

They are ideal for private houses and apartments as well as public buildings. State-of-the-art manufacturing technologies, design and quality as well as the possibility of using it on underfloor heating make it a perfect choice for any type of indoor flooring.

1. Wash vinyl and parquet floors with universal floor cleaners. SIDOLUX for vinyl or PVC floors is recommended. Do not use caustic cleaning agents, do not scrub with sharp brushes and steam under pressure. Wash the floor regularly and do not allow any substances to dry on its surface that may cause discolouration (hair dyes, strong colouring substances and liquids).
2. The floor should be level for installation.
3. Slight differences in colour, size, texture, individual sizes of floor elements are normal. are an apparition and do not constitute a defect.
4. Use the recommended adhesives for assembly.
5. The floors may differ slightly from those in the templates.
6. The panels must be delivered within 12 working days.

SPECIALITY OF VERRE DESIGN GLASS PANES

VERRE DESIGN glass panels are manufactured on the basis of co-creation. It is the highest quality glass and the highest quality graphics on any background or double sided graphics. Customized realization, in any size, shape and type of graphics. Company graphic designers help with the personalization and adaptation of graphics to individual needs. High-quality glass and graphics are the basis for perfection.

Please read the information that enables their proper use and operation.

1. The panels are designed for indoor use.
2. Installation only on level ground or substructure.
3. A substructure can be measured separately and is not part of the measurement. In principle, it is to be used if the Customer has not prepared the substrate or if it is not technically or economically possible.
4. Compensators up to 4mm diameter
5. Format tolerance up to +/- 3mm
6. The closing date is determined individually.
7. Wash and clean with commercially available window cleaning agents. Wipe with a soft cloth or paper towel. If you are using a particular detergent for washing for the first time, you should perform a test in an invisible place.
8. Dark graphics should not be exposed to direct sunlight.

SPECIALITY OF HAUSDER PANELS

HAUSDER vertical panels are a fashionable, design-oriented decoration solution. Single-order panels in the form of straight panels mounted at an angle of 90 degrees to the floor.

Panels appear as separate elements which are fastened to the substrate and integrated with panels or box structure. The panels are made of wood-based materials, lacquered or with natural wood veneer or modified veneer. Manufactured according to individual specifications and Customer requirements.

HAUSDER vertical panels are a unique and representative architectural solution for interior design. High quality is guaranteed. In order to enjoy the guarantee and the high quality of the panels, it is necessary to know and apply the advice and information from this particularity in practice.

1. Vertical panels are designed for indoor use.
2. The panels are not resistant to humidity and large temperature fluctuations unless otherwise agreed in writing and the panels should have custom properties.
3. Individual panel elements may show slight deformations, kinks, axial deformations, arc deformations and vary slightly in colour and dimensions. Visible from close to the bond or surface defects, are a normal phenomenon in the manual production process and do not represent a product defect.
4. Upon request, panels can be ordered including assembly in Poland and by individual agreement throughout the EU and associated countries.
5. The prices are determined individually.
6. The panels can be vacuumed with a vacuum cleaner with a soft brush tip.

7. For cleaning and maintenance, use high-quality universal products as standard for cleaning and caring for wooden furniture. Before using the product for the first time, a test should be performed on an invisible area.

SPECIALITY OF DECORATION AND COLOUR PAINTING AS WELL AS OIKOS PREPARATIONS

OIKOS preparations, stucco and paints, produced according to perfect recipes using the latest technologies, under constant laboratory supervision and quality control. OIKOS is one of the largest manufacturers of high quality paint and decorative coatings in the world with a pro-ecological approach. In recognition of OIKOS' experience and unsurpassed quality in this field, HOMSA decided to commission the general importer to introduce parts of the best range as an authorised distributor. An assortment that guarantees 100% satisfaction.

Please observe some of these regulations to ensure that OIKOS solutions are durable and look good even after many years.

1. Always prepare the painting or application of constructions according to the instructions on the packaging or deliver with the order.
2. The guarantee for a successful application is to follow the manufacturer's recommendations and have them carried out by specialists.
3. OIKOS coatings are not 100% waterproof and dirt repellent.
4. Individual colours, colours, decors, structures may differ from those shown in the photos, films, patterns and presentations. This is a characteristic feature of the product and does not constitute a defect.
5. Returns of colours and decorations are not accepted by the Seller, as they are prepared each time for an individual order.
6. OIKOS materials should be carefully applied with goggles and dust mask.
7. Finally clean with a vacuum cleaner with a soft brush tip.

INSTRUCTIONS FOR USE AND MAINTENANCE OF COMPOSITE WORKTOPS, FURNITURE, SMALL ARCHITECTURE AND ATYPICAL ARCHITECTURAL FORMS.

Small architectures, worktops and furniture have been designed by Luxum to serve for a long time and at the same time offer excellent benefits and aesthetic values. The prerequisite for maintaining the products in good condition is compliance with the following recommendations.

1. Furniture and other appliances are not resistant to corrosive and irritant chemicals, even worktops may not be resistant to corrosive and some irritant chemicals and detergents. Avoid contact with solvents, hair dyes, paints, pipe cleaners, washbasins, shower cabins, lime cleaners, etc. Always carry out a cleaning test on an invisible spot before using for the first time.
2. Cleaning with commercially available liquid cleaners for the respective product range, without scouring agents. Clean furniture with high-quality furniture cleaners such as Pronto or Sidolux, etc.
3. It is prohibited to clean appliances and furniture with scouring milk, powder, sharp cloths, brushes, sponges or cleaning agents. Only matt surfaces may be cleaned with the scouring agent.
4. Clean appliances and furniture with soft microfibre cloths. Do not let dirt, dust, residues of chemicals and cosmetics, residues of cleaning agents and water on the surface dry out.
5. Water and soap deposits etc. should be continuously removed so that they do not dry out on the surface.
6. Plates and appliances with solid surfaces or GFK Luxum, Cristalstone, matt surfaces should not be polished. Clean with scouring milk, circular movements, then rinse with water.
7. Depending on the intensity of use, highly polished composite worktops should be polished with a soft cloth and polished with a polish every 3-6 months.
8. Always follow the recommendations and warnings of the cleaning and maintenance manufacturers.
9. Beakers, soap dishes, ornaments, etc. should be glued with felt or silicone or rubber buffers to prevent them from scratching the surface.
10. Furniture is not resistant to constant contact with water and high humidity. Steamed furniture should therefore be wiped dry. Wipe water off the worktop regularly.
11. The products may only be used for personal hygiene at home in accordance with their intended use, unless the Customer has informed the manufacturer of the intended use for others before ordering, e.g. personal hygiene in the bathrooms at home.
12. In case of doubt, always contact the manufacturer.
13. Clean with a damp, mild sponge or microfibre cloth (do not use excessive water), rub the surface lightly to remove dust. The panels can also be vacuumed with a vacuum cleaner with a dust cap for vacuuming furniture. If necessary, repeat the procedure.
14. Furniture with veneer and matt lacquer must not be exposed to water or high humidity.
15. In case of doubt, always contact the manufacturer.

14. CLOSING INFORMATION

Dear Ladies and Gentlemen

The above-mentioned regulations are given in the conviction that we have made every effort to make them readable and understandable, even if they are so extensive, but this is due to the specificity of the products. Luxum strives for excellence in meeting the needs and expectations of its Customers in terms of product perfection and service satisfaction. If any provision of the Regulation is unreadable or incomprehensible to you, or you do not agree with the Regulations, please contact us or revoke the contract.

The Regulation is available at www.luxum.pl, also in PDF format, which allows you to download the content and ensure its preservation: we recommend that you copy the contents of the correspondence and the Regulation onto a durable medium.

company board

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