Warranty Term & Conditions

for Products Powered by Fans, Poufs, Cubes, Deckchairs,

Banners, Flags and Advertising Gadgets

Issued by Poltent Sp. z o.o.

1. The manufacturer includes assembly instructions in Polish or English with every product.
2. The warranty covers the durability of fabric, colors (UV resistance), stitching, and fastening elements arising from proper use.
3. The warranty does not cover changes resulting from natural wear and tear of the product (including fabric and, for poufs and cubes, filling material).
4. The warranty does not cover mechanical damages, damages caused by improper use, failure to follow the manufacturer's recommendations, or events such as fire, hurricanes or vandalism.
5. Products are not designed for use under snow loads. During winter, any accumulated snow must be removed when it reaches a thickness of 2 cm.
6. Any water collected on the product must be removed immediately. In tents during heavy rain or snow, the canopy may leak at the seams.
7. The seams of the promotional tents are not sealed to ensure full waterproofing.
   Seepage at the seams does not constitute a defect in the product.
8. Before packing the product into the bag provided in the set, please clean and dry it thoroughly.
9. For pneumatic products such as arches, balloons, tents, and screens, it is prohibited to block the fan grill.
   The fan grill must also be protected from water exposure.
10. During use, fan-powered products must be anchored to the ground using stakes and secured with guy lines (included with the product). If stakes cannot be used, stabilization is recommended with dedicated weights or weight bags.
11. For arches, balloons, tents, and projection screens, the following weight setups are recommended:
    S - 4 x 200 kg for guy lines, 3 x 100 kg for feet.
    M - 4 x 350 kg for guy lines, 3 x 200 kg for feet.
    L - 8 x 300 kg for guy lines, 3 x 250 kg for feet.
    XL - 8 x 450 kg for guy lines, 3 x 300 kg for feet.
12. The manufacturer is not responsible for the assembly/disassembly of the product.

Poltent Sp. z o.o.
os.1-Maja 16J
44-304 Wodzisław Śląski
Poland

+48 32 720 65 23
kontakt@poltent.pl
www.poltent.pl

13. The product has been tested for use under wind conditions not exceeding:

- 38 km/h (Beaufort scale 5) for arches, tents, balloons, Hello Man balloons, advertising screens, playing field, goal, and target board.
- 18 km/h (Beaufort scale 3) for cubes, poufs, flags, deckchairs.

Note: *The product must be taken down during stronger winds. Damages resulting from failure to comply are not covered under warranty.*

14. Fabric stains should be removed immediately using a damp cloth and warm water without additional detergents or high-pressure washers (minimum nozzle distance: 50 cm).
15. Do not machine wash, tumble dry, or iron the product.
16. The manufacturer guarantees the product is made with the utmost care. Any defects must be reported in writing. The manufacturer will respond within 14 days and rectify the issue within 21 days from the date of claim acceptance. The warranty period will be extended by the repair duration.
17. Warranty periods:

- **Pneumatic Arches, Balloons, Tents, Screens, Target and Accuracy Gate, Playing Field**

Fabric, printing, flag material: 6 months.

Fan and accessories: 12 months.

- **Windyman (Waving Man) and Hello Man Balloons:**

Fabric and printing: 3 months.

Fan and accessories: 12 months.

Note: *No warranty is provided for moving parts such as the arms of the Hello Man balloon.*

- **Poufs, Cubes, Advertising Deckchairs:**

Fabric, printing, filling (granules, foam): 4 months.

Covers, stitching, velcro, zippers, frame: 12 months.

- **Advertising Flags:**

Flag cover: 3 months.

Masts and accessories: 12 months.

- **Banner, Saddle Banner, Goal Banner**

Fabric and printing - 1 month

Seams, velcro - 3 months

- **Advertising Gadgets: T-shirts, Caps and Headbands, Neck Warmers, Fanny Packs, Bags**

  Fabric and printing - 3 months

  Accessories and zippers - 3 months

18. The manufacturer reserves the right to amend the above information.
19. Matters not covered by these terms are governed by the Polish Consumer Sales Act of July 27, 2002, and amendments to the Civil Code (Journal of Laws of 2002, No. 141, item 1176, as amended).

Date of document update: 30.09.2026