

Warranty Term & Conditions

VENTO® Constant Pressure Products

by Poltent Sp. z o.o.

1. Each VENTO® constant pressure product comes with an assembly manual in Polish or English.
2. The warranty covers the durability of the fabric, colors (UV resistance), stitching, welding, and fastening elements.
3. The warranty does not cover changes resulting from natural wear and tear of the product's fabric.
4. The warranty does not cover mechanical damage, damage caused by improper use, non-compliance with the Manufacturer's instructions, or accidents such as fire, hurricane, or vandalism.
5. Constant pressure products are not designed for snow load conditions. If used in winter, snow accumulation (top bar) exceeding 2 cm must be removed.
6. Any water pooling 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. The warranty does not cover damage resulting from dirt or contaminants inside the insert (e.g. sand, dust, mud, leaves, etc.), which may affect the proper operation or durability of the product.
9. Before packing the product into the bag provided in the set, please clean and dry it thoroughly.
10. All constant pressure products (except counters, tables, and seating products) are equipped with a safety valve to prevent overinflation and pressure changes. Do not cover safety valves.
11. After setting up a constant pressure product (except counters, tables, and seating products), it must be anchored to the ground using pegs and secured with guy ropes (provided). If anchoring with pegs is not possible, use dedicated weights guy ropes or weighted bags.
12. The Manufacturer is not responsible for the assembly/disassembly of the product.
13. The product is tested and suitable for wind gusts not exceeding:
 - 38 km/h (Beaufort scale level 5) for constant pressure products: tent, arch, screen, futnet, goals, balls VENTO®
 - 18 km/h (Beaufort scale level 3) for constant pressure products: counters, tables, seating products VENTO®
14. In winds exceeding the above values, the product must be immediately deflated. Mechanical damage due to

non-compliance with this recommendation is not covered by the warranty.

15. Any dirt on the fabric should be cleaned immediately using a damp cloth with warm water without additional detergents or high-pressure washers.
16. The product must not be machine washed, tumble dried, or ironed.
17. The Manufacturer guarantees the product is made with the highest precision. In case of defects, the Buyer must notify the Manufacturer in writing. The Manufacturer will respond within 14 days and repair the defect within 21 days of claim acceptance. The warranty period will be extended by the repair duration.
18. The Manufacturer provides the following warranty:

Tents, Arches, Screens, Futnet , Goal, Poles, VENTO® constant pressure Balls:

- Fabric and print: 6 months
- Constant pressure module and accessories: 12 months
- Constant pressure module with Boston valve : 3 months

Seating, Counters, Tables VENTO®:

Fabric, print, constant pressure module, electric pump, and accessories: 12 months

19. The Manufacturer reserves the right to amend the above information.
20. Matters not regulated herein are governed by the Act of 27 July 2002 on special conditions of consumer sales and amendments to the Civil Code (Journal of Laws of 2002 No. 141, item 1176, and of 2004 No. 96, item 959).

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