
General Terms Of Use

Manufacturers Warranty

Thank you for purchasing Clever Frame®- portable system of exhibition and promotional stands. We have made every effort so that the provided products meet high standards of product quality. However, in order for the product to serve you as long as possible, the following terms of use ought to be observed.

1. CLEVER FRAME® FRAMES AND ACCESSORIES:

Clever Frame® frames are made of aluminium profiles and (depending on configuration) magnetic or velcro stripes to support fillings.

- The frames cannot be stored at or used in temperatures below 5°C (due to magnetic properties of the stripes);
- The frames should be protected from dampness;
- The frames should be protected against mechanical damage (do not drop, do not put up without any supports, do not hit the ground with the frame corners, etc.)
- Complete measurement of frames has discrepancy +/- 1mm, that is why it should be taken into consideration during self-sufficient making fillings.

Recommended method of storage:

Clever Frame® frames and accessories are to be stored in a dry place at room temperature, where they are not exposed to accidental mechanical damage, in the packaging supplied by the Manufacturer.

How to clean the Clever Frame® frames?

The frames can be maintained without any difficulty with a cloth and mild cleaning products for smooth surfaces. Do not use brushes and harsh alcohol-based detergents.

System warranty besides panels and other exclusions

The Manufacturer guarantees the proper functioning of the

Clever Frame® frames for a period of **60 months from the date of purchase**. The warranty does not cover mechanical and other kinds of damage resulting from using the product in a manner inconsistent with the General Terms of Use or the rules of the product's use. Painted cover elements of system, damaged by improper using, is excluded from warranty. 60 months warranty includes metal elements. All non-metalic elements (showcases, bags, wooden parts) are under warranty of 12 months from the date of purchase. Elements of sets ordered by Clever Frame International sp. z o.o. (tables, stools, chairs, couches, tvs e.t.c) are under warranty of the elements producer.

In order to avoid damaging the system during transportation, components of the Clever Frame® set should be transported in their packaging or transport systems provided by the Manufacturer. Graphic panels should be transported with the printed sides facing each other in order to prevent them from being scratched by the magnetic stripes. The Manufacturer shall not be liable for any damage to vehicles due to improper transport or improper protection during transportation. It is recommended to wear protective gloves while fixing the graphics in order to avoid soiling of the panels.

2. THE FRAMES' FILLING (PANELS):

A complete frame consists of specially prepared sheets made of materials and plastics in accordance with each particular order. They are fixed to frames with magnetic or velcro stripes. In some cases, according to order, fixing can be different.

- After installing the panel, one should always check if it is fixed in the appropriate and safe manner.
- In case of constructing stand, which elements are over 2,5 m high, we especially recommend using retaining rings (ACSo8). It is extra protection against falling out panels in case of strong hits or drafts. Not using retaining rings in high stands can cause accidents.

Recommended method of storage:

The panels ought to be stored in a recumbent position (horizontal) one on top of another. Due to the possibility of panel deformation, they ought to be stored on a flat surface. Do not store panels in sunlit or damp places or places where they would be exposed to accidental mechanical damage. Recommended storage temperature: 5 - 35°C. Fillings are not to be exposed to weather conditions, water in particular. If wet, they ought to be dried with a clean cloth as soon as possible.

- Do not store or use panels close to heat sources (heaters, highly sunlit places)
- Do not store panels in vehicles for long time (it can cause deformations)
- Storing panels in high temperature can cause deformations. If temperature of storage is constantly lower than 5°C, magnetic stripes can get damaged.

How to clean frames and fillings?

Panels and fillings should always be cleaned with a soft cloth or, if very dirty, with window or smooth surfaces cleaner. If using cleaners with water, always wipe dry.

Warranty for fillings and graphics panels: 12 months

The Manufacturer guarantees the proper functioning of the Clever Frame® fillings and graphics panels for a period of 12 months from the date of purchase. The warranty does not cover mechanical and other kinds of damage resulting from using the product in a manner inconsistent with the General Terms of Use or the rules of the product's use.

Warranty does not cover panels and fillings provided by other producent. We guarantee that the ordered original Clever Frame® panels and fillings will be suited ideally to the set of frames and shall ensure proper fixing. For that reason, we strongly advise against creating panels on one's own or ordering them on from other suppliers. We shall not be liable for the performance of or possible defects in panels ordered elsewhere, nor for the quality of their compatibility with the Clever Frame® set. Also, such panels are not covered by the Clever Frame® set's manufacturer warranty.

Defects in filling panels

If any defects or irregularities in the functioning of the Clever Frame® panels are noticed, please notify the Distributor before the first use of the product and within 7 working days from the date of reception of the goods.

The manufacturer do not modify the content and colouring of recieved materials. We do not correct spelling and grammatic of recieved text. In case of finding error in ready approved materials a complaint will not be admitted. Deatils of proper graphics preparing can be find in „Graphics preparing instruction for Clever Frame system”.

In case of manufacturer mistake the order will be prepared properly after agreement with purchaser. In case the mistake is caused by purchaser, there are no rights to lodge claim.

3. WARNINGS AND INSTRUCTIONS ON THE SAVE USE:

Clever Frame system- if it is not indicated differently or it is not equipped with special elements- is dedicated for interior use only. System should not be exposed to any weather conditions. For safety reasons, it is essential to ensure that frames and panels are properly and securely attached. Panels which are hung higher than 2,5 m should be additionally secured by velcro tapes and mouting rings ACSo8. Only original Clever Frame connectors ensure the proper assembly of the system. Clever Frame system should always be assembled on flat surface to avoid risk of overturn and ensure stand's stability. Before the instalation of electric devices, it is nessesary to ensure that all electrical vires are not damaged or pinched by the stand. Electric devices should not be plugged in before assembling the stand.

In case of using light sources other than LED lights, it should be verified if it is placed in proper distance from panels and it does not cause overheating of panels' surface.

To avoid system damages during transportation, Clever Frame system should always be transported in original packages or other transport solutions provided by the manufacturer. Graphic panels should be packed printed side to printed side and magnet side to magnet side

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to avoid scratching by the ferrum tape. The manufacturer is not responsible for any vehicle damages caused by improper transportation or protection during transportation.

It is recommended to attach panels in protective gloves to avoid stains.

Permitted height for building stands:

Straight Clever Frame walls cannot be longer than 5 m and taller than 3,75 m and must be supported by lateral support- lower profiles.

Towers, which are a part of a stand, should not be taller than 5 m. Frames filings placed higher than 2,5 m should be secured with mounting rings and attached on ladder or scaffolding.

During the construction of Clever Frame System stand, take under consideration the safety of System users. Avoid building stands which you are not absolutely sure are safe and stable.

4. ADDITIONAL INFORMATION:

Warranty proceedings:

Warranty is given for the periods indicated in this document. If any defects or irregularities in the functioning of the Clever Frame® system are noticed, please notify the Distributor before the first use of the product and within 7 working days from the date of reception of the goods. You may also notify the Manufacturer. This can be done by calling (+48 71 789 5001) or via e-mail (office@cleverframe.com).

In message please describe precisely the defect reference to catalogue number of piece(it can be find on form of order) If it is possible enclose photographs of defect. That informations will let us respond quickly.

In feedback you will be inform if the guarantee cover the damage. In simply cases the defected piece will be exchanged and shipped for free. In other cases, that need intervention of producer, it will be personally agreed with purchaser.