



GENERAL WARRANTY POLICY

Our Commitment. Your Confidence.

At Bullconcept Smart Solutions Ltd., we are committed to delivering high-quality Smart Film solutions that provide reliable performance, long-term durability, and customer satisfaction.

We stand behind the products we supply and install, and we strive to ensure that every Smart Film system operates in accordance with its intended specifications throughout its service life.

This General Warranty Policy outlines the warranty coverage provided for Smart Film products, power supplies, remote controls, and related accessories supplied by Bullconcept Smart Solutions Ltd. It also explains the conditions required to maintain warranty validity and the procedures for submitting a warranty claim should assistance be required.

Our goal is simple: to provide our customers with confidence, transparency, and professional support throughout the lifetime of their Smart Film investment.

Product Category	Warranty Period
PDLC Smart Film	2 Years
Power Supplies	3 Years
Remote Controls	3 Years
Accessories	3 Years

Important: Warranty periods commence from the product delivery date in accordance with Bullconcept Smart Solutions Ltd. warranty terms.



Warranty Coverage

Bullconcept Smart Solutions Ltd. warrants that **Smart Film** products supplied by the company will:

- Perform substantially in accordance with their published product specifications.
- Be free from manufacturing defects in materials and workmanship under normal operating conditions.
- Be supplied free of any security interest, lien, or encumbrance.
- Be manufactured, labelled, and packaged in accordance with applicable European regulations in force at the time of delivery.

Subject to the terms and conditions outlined in this policy, Bullconcept will, at its sole discretion, repair, replace, or refund products that are determined to be defective during the applicable warranty period.

Warranty Exclusions

This warranty does not apply to products that have:

- Been subjected to misuse, abuse, neglect, accident, or improper handling.
- Been opened, modified, repaired, or altered by unauthorized personnel.
- Been installed, maintained, stored, transported, or operated contrary to Bullconcept recommendations.
- Been used in unsuitable environmental conditions or outside the specified operating parameters.
- Had serial numbers, identification labels, or product markings removed, altered, or rendered illegible.
- Sustained damage resulting from external causes including power surges, flooding, fire, natural disasters, vandalism, or other events beyond Bullconcept's reasonable control.
- Experienced natural ageing effects, including gradual discoloration or yellowing caused by prolonged exposure to sunlight or ultraviolet radiation. Such cosmetic changes do not affect product functionality and are not considered manufacturing defects.

Bullconcept shall not be responsible for damage, defects, or performance issues resulting from actions, omissions, negligence, accidental damage, or improper handling caused by third parties, including but not limited to contractors, subcontractors, electricians, glass installers, maintenance personnel, cleaning staff, or any other persons not acting under the direct control of Bullconcept Smart Solutions Ltd.

Any damage occurring after installation due to handling, transportation, modification, construction activities, or other third-party intervention may affect warranty eligibility.



Warranty Claim Procedure

If you believe that a product supplied by Bullconcept Smart Solutions Ltd. is defective and may qualify for warranty service, please contact our Customer Care Team as soon as possible.

To help us process your request efficiently, please provide the following information:

- Product description
- Order number or invoice reference
- Installation location
- Detailed description of the issue
- Photographs or videos clearly showing the problem (where applicable)

Upon receipt of your request, our technical team will review the information provided and may request additional details to assist with diagnosis.

Where possible, issues may be resolved remotely through technical guidance, troubleshooting assistance, or replacement of individual components.

Repair, Replacement, or Refund

If Bullconcept determines that a product qualifies for warranty service, the company may, at its sole discretion:

- Repair the defective product.
- Replace the defective product with a new or refurbished product of equivalent quality and performance.
- Refund the purchase price of the defective product.

Repairs and replacements are generally completed within thirty (30) business days from the date the defective product is received and inspected.

Any repaired or replacement product shall remain covered for the longer of:

- Ninety (90) days from the repair or replacement date, or
- The remainder of the original warranty period.

TYPICAL WARRANTY SERVICE PROCESS



Professional Installation Warranty

Bullconcept Smart Solutions Ltd. specializes in the supply and professional installation of Smart Film solutions.

Warranty coverage for installation workmanship applies only to installations performed directly by Bullconcept Smart Solutions Ltd. Upon completion of installation and handover, responsibility for the protection of the installed product passes to the client or the client's designated representatives.

Any installation, modification, repair, removal, or reinstallation performed by unauthorized third parties may affect warranty eligibility unless expressly approved by Bullconcept in writing.

Bullconcept shall not be responsible for defects, failures, or damage resulting from unauthorized installation work, modifications, or alterations performed after project handover.

Extended Warranty & Out-of-Warranty Service

Following expiration of the applicable warranty period, Bullconcept may, at its discretion, provide repair, replacement, maintenance, or technical support services on a chargeable basis.

Extended warranty options and service agreements may be available for selected projects and installations.

Customers seeking post-warranty support are encouraged to contact Bullconcept Customer Care for assistance and service availability.

Warranty Limitations & Legal Notice

This warranty is provided exclusively to the original purchaser unless otherwise agreed in writing.

Bullconcept's obligations under this warranty are limited to the repair, replacement, or refund of defective products as outlined in this policy.

To the maximum extent permitted by applicable law, Bullconcept Smart Solutions Ltd. shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising from the use, inability to use, or performance of its products.

This warranty does not affect any mandatory statutory rights available to consumers under applicable legislation.

In the event of any inconsistency between this General Warranty Policy and the contractual agreement between Bullconcept and its customer, the contractual agreement shall prevail.



Governing Law & Jurisdiction

This General Warranty Policy shall be governed by and interpreted in accordance with the laws of the Republic of Cyprus.

Any dispute, claim, or controversy arising from or relating to this warranty policy, the supplied products, or any warranty-related matter shall be subject to the exclusive jurisdiction of the competent courts of the Republic of Cyprus.

Nothing contained in this policy shall limit any mandatory consumer rights available under applicable legislation.

General Legal Provisions

If any provision of this warranty policy is found to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.

Bullconcept shall not be liable for delays or failures in performing its obligations resulting from events beyond its reasonable control, including but not limited to natural disasters, fire, flood, war, civil disturbance, transportation disruptions, supply chain shortages, governmental actions, or other force majeure events.

This document serves as a general summary of warranty coverage provided by Bullconcept Smart Solutions Ltd. Where a signed quotation, agreement, contract, or project-specific warranty document contains provisions that differ from this policy, the contractual agreement shall prevail.

Need Assistance?

Our technical support team is available to assist with warranty enquiries, maintenance guidance, and product support.

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