POLO-ECO plus Premium

Guarantee Declaration

POLO-ECO plus Premium	
Waste water	✓
Rainwater	✓
Cable protection	✓
Geothermal heat exchanger	✓
Bridge drainage	✓

Our promise to supply the highest quality pipes and fittings also includes the following guarantee for products manufactured by POLOPLAST within the POLO-ECO plus Premium product range:

Guarantee

POLOPLAST accepts liability worldwide (excluding the USA and Canada) for damage caused by the use of the products covered by this guarantee declaration. Such damage must be a result of manufacturing defects, material defects, instruction-related defects due to incorrect storage, laying and installation instructions, or the absence of properties expressly assured by POLOPLAST. **This liability is valid for 25 years from the date of manufacture** and includes:

1. free replacement delivery to the point of use of the parts required to rectify the damage as well as
2. the necessary removal and installation costs, including the costs of restoring the building to its original condition, up to an amount of € 2,000,000.00 per damage event.

POLOPLAST provides a guarantee to its contractual partners within the meaning of this declaration if:

1. the installation has been carried out by trained professionals from a licensed company according to the intended specifications. All technical requirements applicable at the time of installation must also have been taken into account.
2. the contractual partner proves that only original POLOPLAST parts have been used and that these have not been combined with products from other manufacturers.
3. the contractual partner proves that the cause of the damage is not attributable to parts subject to natural wear and tear, external mechanical damage or other external influences.
4. it is proven that all storage, laying, installation and usage instructions valid at the time of installation have been followed in full.
5. all necessary measures to minimise damage have been taken without delay.
6. the damage is reported to POLOPLAST promptly, and in any case within 7 days of the damage being noticed, together with a statement of the circumstances.
7. POLOPLAST is given the opportunity to determine and inspect the damage itself or through third parties prior to the repair work.
8. all parts associated with the claim are retained for the purpose of investigating the damage and are made available to POLOPLAST on request.
9. the contractual partner submits suitable proof of the manufacture and installation date.
10. the contractual partner presents the corresponding delivery documents from POLOPLAST.



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POLOPLAST GmbH & Co KG
Valid from December 1, 2025.