FUTURISTIC BEEHIVE · SYMBIOTIC 3026

Warranty and Liability Statement

Futuristic Beehive – innovative urban beehive
(mechanical product, without electronic or software components)

PRODUCT	MANUFACTURER	REPRESENTATIVE	CONTACT
Futuristic Beehive	**Futuristic Beehive d.o.o., Serbia, Europe**	**Futuristic Beehive LLC, United States of America**	**info@futuristicbeehive.com**

AT A GLANCE

Warranty in short

The terms below apply to every Futuristic Beehive and are publicly available on the official website of the manufacturer.

WARRANTY
12 months
From the date of purchase

RESPONSE
14 days
To submit a reply to a complaint

RESOLUTION
30 days
Up to, under standard practice

ELECTRONICS
0 parts
No electronic or software parts

01 Legal status of the product

Mechanical product, no CE mark required

Futuristic Beehive is a physical, mechanical product that does NOT contain electronic, electromagnetic, digital, or software components. Accordingly, the product falls into the category of goods that:

DOES NOT FALL UNDER	STATUS
EMC Directive 2014/30/EU	Does not apply
Radio Equipment Directive 2014/53/EU	Does not apply
Low Voltage Directive 2014/35/EU	Does not apply

The product is compliant with EU regulations related to:

COMPLIANT WITH	STATUS
General Product Safety Regulation (EU) 2023/988	Compliant
Product Liability Directive 85/374/EEC (liability limitations defined further below)	Compliant
Standards for material safety for components exposed to the outdoor environment	Compliant

The product does NOT require a CE mark under EU law, as it does not belong to any category of goods subject to mandatory CE certification.

02 Manufacturer's warranty

Period, coverage and exclusions

WARRANTY PERIOD

12 months

Structural and mechanical components of the beehive

2.1 Warranty period

Structural and mechanical components of the beehive: 12 months from the date of purchase.

2.2 WARRANTY COVERS — Covered

- manufacturing defects
- material defects
- production faults affecting functionality or structural stability

2.3 DOES NOT COVER — Not covered

- damage caused by improper handling
- drops, impacts, breaks, deformations, scratches, thermal damage
- degradation caused by inappropriate chemicals or non-recommended cleaning agents
- damage caused by moisture, flooding, snow, ice, or extreme temperatures
- damage caused by animals, insects, rodents, vandalism, or theft
- damage resulting from placing the beehive on an unstable, unprofessional, or unsuitable surface
- damage caused by components added by the customer (upgrades, modifications, alterations)

03 Customer obligations

What the customer agrees to

The customer agrees to:

1. use the beehive in accordance with the user manual
2. ensure a stable and safe physical placement of the product
3. perform regular visual inspection and maintenance
4. refrain from physical modifications, drilling, grinding, adjustments, or structural alterations
5. comply with all local beekeeping regulations and practices related to handling bee colonies

The customer assumes full responsibility for all activities related to the handling of the bee colony.

04 Consumer rights & complaints

How a complaint is handled

The customer has the right to submit a complaint in accordance with:

LEGAL BASIS	TYPE
EU Consumer Rights Directive 2011/83/EU	Basis
General Product Safety Regulation (EU) 2023/988	Basis
Consumer Protection Law of the Republic of Serbia	Basis

A COMPLAINT IS VALID ONLY WITH

1. **the original receipt**
2. **the warranty certificate**
3. **photo/video evidence of the defect**

THE PROCESS

1. **Submit**
   The consumer may submit a complaint electronically
2. **Respond**
   The manufacturer responds within 14 days
3. **Resolve**
   Within a reasonable period, up to 30 days under standard practice
4. **Outcome**
   Accepted or deemed unfounded

Complaint accepted

If the complaint is accepted, the seller is responsible for covering all repair costs required to eliminate the product's non-conformity, including labor, spare parts, and materials.

Complaint unfounded

If the complaint is deemed unfounded, the consumer shall bear all associated costs.

05 Limitation of liability

General disclaimer and EU limitations

5.1 General disclaimer

The manufacturer is NOT responsible for:

- direct, indirect, incidental, or consequential damage

DAMAGE TO THE BEE COLONY, INCLUDING

- queen loss
- swarming
- bee mortality
- diseases
- parasites (varroa, nosema, American foulbrood, etc.)
- beekeeper error in assessment
- climate-, season-, or biology-related risks
- consequences of inadequate beekeeping decisions

The manufacturer does not assume responsibility for any biological processes, as they are not controlled by the product.

5.2 Disclaimer under EU Regulation 2023/988

The manufacturer is not liable for damage that:

- arises from using the product contrary to recommendations
- results from the use of unauthorized accessories, parts, or modifications
- occurs in conditions outside normal product use

5.3 Limitation under EU Product Liability Directive 85/374/EEC

The customer acknowledges that:

- the manufacturer’s liability ends once the product is safely, correctly manufactured, and properly delivered
- the manufacturer is not responsible for damage related to the natural behavior of bee colonies
- the manufacturer is not liable for damages caused by unforeseeable circumstances beyond control (force majeure)

06 Legal jurisdiction

Applicable law and competent court

For all disputes, the following applies:

APPLICABLE LAW

the laws of the Republic of Serbia as the country of origin

COMPETENT COURT

the court with jurisdiction over the registered seat of the manufacturer

07 Customer confirmation

Acceptance of these terms

The customer confirms and accepts these terms without the need for a physical signature, based on the fact that this document is publicly available on the official website of the manufacturer.

CONTACT

info@futuristicbeehive.com
www.futuristicbeehive.com