

Warranty

EBA Ltd. company grants a warranty in accordance with the applicable law.

The warranty period begins from VAT invoice issue date.

Damages resulting from improper usage or user fault are not covered with this warranty.

After discovering a defect in a product, contact the service by filling a form on the website or send it by fax (the form attached to the operation manual).

General warranty conditions:

1. The warranty on a purchased product covers **12 months** period from the day of purchase.
2. Signing the Warranty Card and providing the statement on writing on becoming acquainted with the warranty conditions are required for the warranty validity. The warranty rights apply to the owner of the original and properly completed Warranty Card. The product seller shall be responsible for the proper completion of the warranty card.
3. Guarantor undertakes to remove the material defects and/or manufacturing defects resulted, without any doubts, from the producer fault, revealed within the warranty period, free of charge. The defects will be removed by repair or replacement with the product free of defects, at the discretion of Guarantor.
4. The material defect and/or manufacturing defect are considered as the defects existing in the product, causing the product operation not in conformity with the specification and operation manual.
5. None of the **rights and obligations under these terms of warranty should be construed or interpreted as entitling the Buyer to any** reimbursing the loss of profit as a result of product defects. Guarantor shall not be held liable for any loss in property caused by the defective product.
6. The warranty in relations to consumer goods does not exclude, limit or suspend the Buyer rights resulting from the product nonconformity with the contract.
7. The Warranty Card is the only document, on the basis of which the entitled to the warranty can enforce his warranty rights on Polish territory. The warranty shall prevail any other warranties, which may be included in other documents attached to the product sold.

Warranty processes:

1. After discovering a defect, the entitled to the warranty shall contact the service by phone, fax, form on the website or e-mail, for the purpose of the real product defect verification. Technical assistance will be provided to help solving the problem or you will receive a notice on necessity to send the product to perform further repair.
2. For the products repair performed by the service, when the necessity confirmed by Guarantor, the written consent of the entitled to the warranty for the repair is required. Guarantor is not liable for any damages incurred during product transport to the service place.
3. Upon faults reporting, the entitled to the warranty should attach in writing the complete description of the defect, defective operation of the product including the product operational environment and the way of the defect disclosure. The description in writing should be attached to the product under complaint.
4. The complaints can be submitted on the seller service point forms or on Guarantor forms. In case of the seller service points, the service point shall immediately send the complaint signed by the user by fax or e-mail.
5. Guarantor reserves the right to refuse the complaint acceptance, based on the defect description, not indicating, without any doubts, the detection of the material defects and/or manufacturing defects. Guarantor shall send the reasons for refusal in writing to the user directly or via the seller service point within 3 days from the date of the complaints receipt.
6. The warranty is understood as the specialist operations performance by the service, appropriate for the removal of the defect covered by the warranty. The warranty repair does not cover the operations described in the operation manual as the operations, the user is obliged to perform, on his own and on his cost, e.g. replacement of the fuses, verification of the proper operation for the devices the product is connected to, maintenance activities etc.
7. Guarantor will make every effort, to remove the revealed defects within 7 working days from the date of receiving the defective product at the service point. Guarantor reserves the right to extend abovementioned period in duly justified cases. The user will be informed about such case occurrence directly or via the seller service point.
8. Guarantor reserves the right to charge the entitled to the warranty with the service and transport costs, in case that the revealed defects were not covered by warranty or that the product proved to be fully operational.
9. The following items are not covered by the warranty:
 - the parts subject to a normal wear, consumables (fuses, springs, drawers etc.),
 - the defects of the device resulting from the operation failing to comply with the operation manual, particularly from improper use, maintenance, service and storage,
 - the defects resulting from the incorrect electrical installation (on the user side), flooding components with water,



- the mechanical damages and the defects resulting from that damages,
- the defects and damages attributed to force majeure (e.g. lightning, flood, corrosion, power-line surges),
- the defects resulting from the unauthorized repairs, modifications and design changes performer either alone or by unauthorized body,
- the activities and parts listed in the operation manual and belonging to the normal operation of the device,
- the defects resulting from improper device selection,
- the defects and malfunction of the device resulting from the device incorrect or faulty installation,
- the products whose the Warranty Card or serial number have been changed, blurred, removed or erased.

10. Guarantor reserves the right to refuse the complaint acceptance, based on the statement of the product incompleteness, unauthorized repairs performance, design changes, usage contrary to the intended use or intentional damage.

11. The matters not regulated in this warranty conditions shall be governed by the Civil Code.

12. In case the buyer is the buyer within the meaning of the trade law, disputes shall be settled by the court competent for the place of residence.

I declare that I have read and understood the warranty conditions and all information regarding the manner of product use.

Date and legible signature