

Complaints Procedure:

Prospective warranty claims will be executed in accordance with valid legislation (Civil Code for Individuals, Commercial Code for Legal Entities).

Legitimate 24 month warranty period is applied to all goods if it is not stated differently in the case of particular product.

The warranty claim may expire in the case that:

- 1.** The product was damaged during the transport (apparent damage of the goods or its packaging should be solved with the carrier directly. The customer is not obliged to accept such a delivery of goods from the carrier and should immediately inform the distributor about the damage).
- 2.** The product was damaged due to unprofessional installation or manipulation and operation carried out in conflict with the maintenance manual (if attached to the product).
- 3.** The product was used in conditions that were not in accordance with parameters and requirements stated in the documentation (if attached to the product).
- 4.** The product was damaged by the natural elements.
- 5.** The product was damaged due to excessive work-load or use in conflict with the conditions stated in the documentation (if attached to the product).
- 6.** The product was damaged due to being connected to the grid that does not comply with the appropriate CSN.

The warranty claim procedure:

- 1.** Inform us about the warranty claim via phone or email.
- 2.** Send the goods as a registered parcel to our address.
- 3.** Accompany the consignment with the reason of placing the warranty claim and add a copy of the invoice.

Your warranty claim will be executed as soon as possible, at least until 30 days from the date of placing.

Withdrawal from the Contract:

The Purchaser, according to §53 paragraph 6 act no. 40/1964 Coll. (Civil Code), has the right to withdrawal from the Purchase Contract in 14 days from the acceptance of the goods. If it was decided in such a way, the goods shall be returned without any signs of use, damage or wear and in the original packaging and in the period mentioned above. After returning the goods, the seller transfers to the purchaser the appropriate amount of money for the goods to the account chosen by the purchaser (customer). Expenses related to the shipping or transport are not returned.

