

## MAINTENANCE SERVICE REGULATIONS

### 1. GENERAL REMARKS

1.1 The conditions of warranty repairs are specified in the Warranty Card attached to the purchased equipment and in the present regulations. Company Poplawska Group Sp. z. o. o. Sp. komandytowa provides a warranty for the purchased equipment for a period of 36 months from the date of sale. The warranty for the above period will not include the products in sale and devices used for training purposes. The warranty for equipments in sale is granted for a period of 12 months from the date of sale.

1.2 Each Customer who gives the equipment for repair is obliged to read these regulations. By giving the equipment for repair, the Customer voluntarily accepts the following regulations. The present regulations constitute an agreement on the basis of which the repair service is provided, this agreement regulates the rights and obligations arising therefrom.

1.3 By giving the equipment to the service, the customer agrees to the processing of personal data in accordance with the Act on Personal Data Protection of 29.08.1997 /Journal of Laws. 2002 No. 101 item. 926/.

1.4 The guarantee is cancelled by mechanical damage, flooding, low and high temperature operation with parameters not acceptable for a given device, unarranged repair attempts and damage caused by other defects than those which were the subject of the Service repair.

1.5 The customer is obliged to provide all necessary data to resolve the complaint within 14 calendar days from the moment of sending such a request by an employee of Poplawska Group.

1.6 Failure to provide feedback within the time limit specified in clause 1.5 may extend the repair time or cause the claims indicated in the notification to be rejected.

## **2. ACCEPTANCE/COLLECTION OF EQUIPMENT**

2.1 In order to report a service repair of the purchased goods, it is necessary to fill in the application form and send it together with a description of the problem. The form is available on the website at the address: <http://www.reklamacje.clarena.pl>

2.2 In case of personal delivery of the equipment, the confirmation of acceptance in the service is confirmed by a unique case number generated by an employee of Poplawska Group, after registration of the application in the database. The case number is sent to the Customer's e-mail address.

2.3 Notifications submitted by other means than those specified in points 2.1 and 2.2 or those notifications which do not contain all the required information may remain unanswered within the period specified in point 3.3

2.4 The cost of post-warranty service is valued individually depending on the amount of work and the cost of elements replaced in the device.

2.5 The equipment returned or sent back to the Service should be complete, unless the Service specifies otherwise. Delivery of incomplete equipment may extend the repair period or make it impossible.

2.6 Equipment for repair should only be sent to the warranty service at the following address:

CLARENA Sp. z o.o. Sp. komandytowa

51-361 Wrocław-Wilczyce, ul. Clareny 2

2.7 The Customer shall bear the direct costs of delivering the equipment for repair, unless otherwise specified by the Service.

2.8 If the equipment is not collected from the service after 90 calendar days, it is deemed abandoned by the owner within the meaning of Article 180 of the Civil Code and, on the basis of Article 181 of the Civil Code, it becomes the property of the service to cover storage costs.

2.9 In the case of reporting a warranty repair, the Customer shall provide the device, along with warranty card and/or proof of purchase.

### **3. EXECUTION OF THE REPAIR**

3.1 Correspondence and information exchange shall be carried out only with the person granting the service arrangement, whose contact details are given in the claim notification form.

3.2 The damaged parts of the device will be returned to the Customer only upon his written request to do so, submitted at the time of leaving the device at the repair service. In the absence of such request those parts shall be forwarded for disposal.

3.3 Subject to the provisions of point 3.4 and 3.5, Poplawska Group shall consider the reported case immediately, no later than within 14 days of receipt of the device. The company applies the "first come first served" principle.

3.4 In particularly difficult cases, requiring cooperation of several organizational units of Poplawska Group, or when it is necessary: 1) to obtain additional information from third parties, 2) to obtain additional explanations or documents from the Client, 3) to verify or obtain specific data, 4) to transfer the Notification of complaint to an external entity related to the equipment,

it is possible to extend the deadline for processing the Notification of complaint.

3.5 Before a period of 14 days has elapsed, the Customer shall be informed of the reason why the notification will be processed in the extended term, of the anticipated new deadline that can in no case be longer than 90 days from receipt of the original complaint and also of the facts that have to be established in the extended term.

3.6 The equipment damage will be diagnosed only from the point of view of the fault reported by the Customer.

3.7 The Customer is obliged to check the repair status either on the telephone or face-to-face and to collect the equipment immediately after repair.

3.8 In the case of personal collection of the equipment, you should make an appointment with a company employee in advance by providing the case number assigned during the registration.

3.9 Where, having started the repair another damages are found, this results in an increase of repair costs in comparison with the costs anticipated during the preliminary damage diagnosis. Our repair service shall inform the Customer of the additional damages of the equipment and of the repair costs by E-mail or by phone.

3.10 Once the Customer has approved to cover the additional costs the repair will be carried out. If the Customer declines to pay the additional costs, the repair service may refuse to repair the device. In the case of a refusal referred to in the preceding sentence, the Customer is obliged to:

- a) collect the equipment within 7 working days following receipt of the notification about the repair refusal,
- b) to pay the diagnosis fee and transport costs given in the pricelist of service.

3.11 The repair service may carry out the repair by use of its own means or entrust the repair to the third parties, especially the producer of the equipment. In the case of after-warranty repair, the Repair Service will charge the Customer with all costs relating to the repair carried out by third parties and the transportation costs as well.

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