

TERMS AND CONDITIONS FOR MAINTENANCE SERVICES

1. GENERAL

1.1 The conditions for repairs covered by warranty are specified in the Warranty Card attached to the purchased equipment and in these Terms and Conditions. Clarena Sp. z. o. o. Sp. komandytowa provides a guarantee for the purchased device for a period of 12 months after the date of selling the device.

1.2 Each Client who submits a device for repair is obliged to read this document. By submitting a device for repair, the Client voluntarily accepts these Terms and Conditions. They also constitute an Agreement on the basis of which a repair service is provided and it regulates rights and obligations in that regard.

1.3 By submitting a device for repair, the Client consents to processing of personal data in accordance with the Personal Data Protection Act of 29.08.1997 /Dz. U. of 2002 No. 101, item 926//.

1.4 The warranty is rendered void by all types of mechanical damage, being subject to excess moisture, low and high temperatures of parameters unacceptable for a given device, unauthorised repairs and damage caused by defects other than those covered by the repair.

1.5 The Client shall provide all data necessary to resolve the complaint within 14 calendar days upon receiving such request from Clarena's employee.

1.6 Lack of feedback within the time limit specified in item 1.5. may extend the repair time or constitute the basis for rejecting the complaint.

2. SUBMITTING/COLLECTING EQUIPMENT

2.1 Submitting purchased product for service repairs requires filling in a Complaint form and submitting it together with a description of the problem. The form is available on the website at the following address: <http://www.reklamacje.clarena.pl>

2.2 In the case of personal delivery of equipment, Clarena employee provides a unique reference number by registering the Complaint in the database. The unique number constitutes an acceptance of the product for repair. The reference number is also sent to the Client's e-mail address.

2.3 Claims submitted by means other than those specified in items 2.1 and 2.2 or which do not contain all the required information may not be processed within the time limit specified in item 3.3

2.4 The cost of post-warranty repair service is determined individually depending on the amount of work required and the total cost of all the components which need to be replaced.

2.5 Equipment returned to or shipped back for Servicing should be complete, unless otherwise specified by the Service. Delivering incomplete equipment may extend the time required to carry out the repair period or render it impossible.

2.6 Equipment delivered for repairs should only be sent to a warranty service centre at the address provided below:

CLARENA Sp. z o.o. Sp. komandytowa
51-361 Wrocław-Wilczyce,
Clareny 2 street.

2.7 The Client shall bear the direct cost of delivering the equipment for repair, unless the Service determines otherwise.

2.8 If the equipment is not collected from the service after 90 calendar days, it shall be deemed abandoned by the owner within the meaning of Article 180 of the Civil Code and, pursuant to Article 181 of the Civil Code, it shall become the property of the service provider in order to cover the storage costs.

2.9 If warranty repair is required, the Client shall also provide the warranty card and/or proof of purchase upon delivering the equipment.

3. CARRYING OUT THE REPAIRS

3.1 Correspondence and exchange of information shall only take place with the person who ordered the repair, whose details appear on the complaint form.

3.2 In the case of repairs, the defective parts of the equipment shall be returned to the Client only upon an express written request, submitted along with the equipment for repair. In the absence of such a request, these parts shall be sent for disposal.

3.3 Subject to the provisions of items 3.4 and 3.5, shall immediately process the claim, however not later than within 14 calendar days from the date of receiving the device. The company applies the "first come, first served" principle.

3.4 W In case of issues which are particularly difficult to resolve and require cooperation of several competent organisational units of CLARENA Sp. z o.o., or which require to: 1) obtain additional information from third parties, 2) obtain additional explanations or documents from the Client, 3) verify or obtain specific data, 4) submit the Claim to an external body related to the equipment,

it is possible to extend the time limit for processing the Complaint.

3.5 Before the 14day time limit set for handling the Complaint runs out, the Client shall be informed of the reasons for extending the time necessary to process the Claim and of the estimated time for providing an answer, which shall not exceed 90 days from the date of receiving the Claim, as well as of the aspects to be determined during the extended time limit.

3.6 Diagnosis of the equipment provided for service is carried out exclusively in terms of the defect specified by the Client.

3.7 The Client is obliged to check the status of the repair by telephone or in person and to immediately collect the equipment.

3.8 In the case of personal collection of repaired equipment, an appointment shall be made with the company's employee in advance to arrange the collection of the equipment on the basis of the reference number provided during registration.

3.9 If after the commencement of repair other damage to the equipment is found, it shall result in an increase in the costs of repair in relation to the costs anticipated at the time of preliminary diagnosis. The Service shall inform the Client about additional equipment damage and repair costs via e-mail or telephone.

3.10 Repairing additional damage shall take place only after obtaining the Client's consent to cover additional costs. If the Client does not agree to cover additional costs, the Service may refuse to repair the equipment. In the case of the refusal referred to in the preceding sentence, the Client shall be obliged to:

a) collect the equipment within 7 working days upon receiving telephone notification of the refusal to repair the equipment,

b) pay a fee for equipment diagnosis and transport in the amount specified in the current price list for maintenance services.

3.11 The service centre has the right to perform maintenance services on its own or to entrust them to third parties, in particular to the device manufacturer. In the case of post-warranty repairs, the Service shall charge the Client with all costs related to outsourcing the provision of maintenance services to third parties, including transport costs.