

COMPLAINTS - REGULATIONS

§ 1

INTRODUCTION

Based on the Polish Civil Procedure Rules TelForceOne SA determines warranty rules. This document specifies procedures with defective goods, manufactured by TelForceOne SA company.
In case of articles manufactured by other companies those Regulations are not applicable.

§ 2

WARRANTY PERIOD

Warranty period:

- a) Warranty periods are listed on the manufacturer's website (www.telforceone.pl). If you have any questions about the dates, please contact the Complaints Department (see § 13).
- b) Beginning base of the warranty period is the date of purchase goods in TelForceOne SA company or date of purchase goods by the final customer (under the terms of the point § 2c).
- c) In case of final customer claim it's necessary to attach copy of sale document (final customer's purchase document) to package and to indicate number of TelForceOne SA invoice.
- d) Warranty terms for products manufactured by other company are specified by the manufacturer of those products.

§ 3

CLAIMS SHIPPING

Defective goods sent to TelForceOne SA Complaints Department shall be:

- a) Complete, containing all elements of sets with the goods were purchased (eg AC adapter with power cord, mobile phone with charger and battery etc.), if the set was purchased as a unitary product;
- b) Protected for transport, to avoid doubts when defect was occurred (eg defects occurred during transport);
- c) Correctly addressed, clearly marked with text "CLAIMS DEPARTMENT" and with the RMA number (if the claim is in accordance with this procedure (see § 5));
- d) Shall contain the required documents (see § 5 and § 6);
- f) Failure to points § 3a-d may result partial or total rejection of the complaint. Parcel may be returned to customer without considering or may be unclaimed.

§ 4

PROCESSING TIME

Complaints will be processed within:

- a) 14 working days - complaints in accordance with the RMA procedure (see § 5);
- b) 40 working days – in other cases;
- c) In case of transferring goods for testing, processing time may take longer due to technical capabilities of testing equipment.
- d) In case of complaint of products manufactured by other company, complaints processing time depends of time limits specified by the manufacturer, and the rules of these Regulations are not applicable.

§ 5

RMA PROCEDURE

To make the complaint in accordance with the RMA procedure Customer should:

- a) Send mail to **reklamacje@telforceone.com** with application on a form which can be downloaded from www.telforceone.pl/docs/protokolreklamacyjny.doc - form should be completed with required informations (necessary data: company data, detailed descriptions of goods and their faults, invoices numbers if possible);
- b) Wait to receive a RMA number - it will be sent via email within two working days (from the date when form will be obtained);
- c) Address the package and indicate that it's for Complaints Department;
- d) Write received RMA number on the package;
- e) Prepare and send the package in accordance with section § 3,
- f) In case of no apply with point §5a RMA number will not be given;
- g) In case of no apply with points and §5c and §5d request will be treated as an application without a RMA number (see § 6);
- h) If it's unable to send complaint protocol via email You can submit an application by fax - please send the completed protocol to number: **(71)326-81-20**

§ 6

APPLICATION WITHOUT RMA

If you don't follow the RMA procedure (point § 5):

- a) Customer should attach to complaint parcel a list of claimed goods and descriptions of faults;
- b) Complaint will be dealt with within the period specified in section § 4b;
- c) Quantity discrepancies of considered complaints will not be accepted.

§ 7

VERIFICATION

Complaints Department verify correctness (with data from the complaint protocol) of each sent product and document. In case of discrepancies in application with the RMA procedure, Customer will be informed about it (to explain issues) and complaint will be considered within the period specified in § 4b.

§ 8

TEST

Complaints Department test each product to confirm reported defects. In case of no fault complaint will be rejected.

§ 9

REJECTED CLAIMS

Warranty does not apply to:

- a) Characteristics of advertised product (etc. Color, tint)
- b) Products after the warranty period;
- c) Misused products;
- d) Mechanically damaged products;
- e) Consumed products (consumed due to normal use);
- f) Exhausted products;
- g) Products modified by Customer. Products damaged due to repair attempts.
- h) Products without descriptions of defects (if RMA procedure kept – descriptions in complaints protocol, if RMA doesn't used – descriptions shall be written on page attached to package)
- i) Damage of goods resulted due to invalid protection for transport (from the Customer to Complaints Department).
- j) Products with damaged seals, marks and serial numbers or without them (if applicable to product).

In case of rejection large part of the complaint, package may be returned at Customer cost.

§ 10

ACCEPTED CLAIMS

If the complaint is accepted:

- a) We deliver replaced or repaired goods.
- b) If it's unable to repair or replace defective goods we will prepare credit note.
- c) In case of final customer claim we will replace or repair defective goods. If it's unable to do it we will prepare a credit note for our Customer (our Customer will need to account with his client).

§ 11

COMPLAINT PROTOCOLS

Complaint protocols are base for questioning of consider way of complaint (only for applications in accordance with RMA procedure). Protocols will be stored in the Complaints Department up to 6 months.

§ 12

PURCHASE DOCUMENTS

In case of doubts due to origin of complained goods Customer will be asked to indicate purchase document. Otherwise, claim will be rejected and returned to the Customer.

§ 13

SUMMARY

In case of problems decision will be taken by CEO.

If you have any questions or doubts about complaints processing please contact our Department:

Complaint Department

TelForceOne S.A.

ul. Krakowska 119

50-428 Wrocław

tel.: **71/ 717 70 20**

e-mail: reklamacje@telforceone.com

Situations not included in these Regulations are regulated by Polish Procedure Rules.

Buying goods in Poland, you are obliged to accept Polish law.