



## Warranty Terms and Conditions

For better service to customers and distributors, we provide you with the warranty terms and conditions for the products manufactured by Badestnost JSCo. We kindly ask you to get well acquainted with them before filing a claim.

### I. Warranty Term

1. Within the warranty period Badestnost JSCo. warrants the functionality of the products.
2. The warranty period of the products is 12 months from the date of invoicing, but no more than 18 months from the date of manufacture.
3. Time spent in removal of defects shall not extend the pre-announced warranty period.

### II. Warranty Conditions

1. The buyer shall get well acquainted with the product's documentation, which is available on the Internet site of the company, before putting the product into operation.
2. The warranty shall be valid only in case that all conditions and requirements for transportation, storage and connection, according to the scheme from the product's documentation, are met.
3. The warranty shall be valid only in case the product is used as intended.
4. In case of visible manufacturing defects or deviations established at the time of unpacking, the claim shall be filed not later than 10 days after receipt.
5. Claims shall be made only by completing the approved "Product claim form" and sending it.



6. The manufacturer shall process the claim according to the "Action plan in case of a claim".

### III. Transport, Storage and Operation

1. During transportation to the distributor's destination, products shall be transported in one of the packagings, established for the company.
2. Established transport packagings:
  - **Standard land transport packaging** – products are packed in an individual polyethylene bag, arranged in cardboard boxes, each weighing 20-35 kg. Each box is strapped. Boxes are arranged on a europallet of not more than 4 rows in height. Each pallet is wrapped with stretch foil.
  - **Standard sea transport packaging** – products are packed in an individual polyethylene bag, arranged in a wooden case with maximum gross weight of 450 kg.
  - **Special sea transport packaging** (additionally agreed in the contract) – the products are packed in an individual polyethylene bag and cardboard box, arranged in a wooden case.
  - **Standard air transport packaging** – similar to the standard land transport packaging, but with the use of reinforced boxes and additional strapping;
  - Each type of packaging may be subject to additional agreement when settling the contractual relations.
3. The products shall be stored indoors and in dry premises.
4. All zinc-plated parts incorporated in the products shall have a coating thickness of  $10 \div 12 \mu\text{m}$  and warranted durability of 10 hours under salt spray testing.

5. All phosphatized parts incorporated in the products shall have a coating thickness of  $5\div 7$   $\mu\text{m}$  manganese phosphate impregnated with water-soluble mineral oil, which is a suitable basis for subsequent coating, but with unwarranted corrosion resistance.

#### **IV. Claims**

1. A claim shall be accepted for any product, for which there has been a manufacturing defect, a defect in the material or there is a deviation in functionality from the set characteristics.
2. A claim shall be accepted only if the warranty terms and conditions are met.
3. In case of acceptance of the claim, the product shall be repaired (if repairable) or replaced with a new one at the expense of Badestnost JSCo., unless otherwise agreed.
4. Defective products shall be delivered to Badestnost JSCo. at the expense of the customer, unless otherwise agreed.
5. During repair works following a claim, Badestnost JSCo. shall not provide replacement equipment, unless otherwise agreed.
6. Minor defects, which do not have significant adverse effect on functionality, shall not represent grounds for a claim.
7. In case of rejecting the claim, the customer shall receive a written statement explaining the refusal.
8. In case claims are found to be groundless, Badestnost JSCo. has the right to charge labor for the performance of tests and expert review of parts for failure and/or transport of claimed products.

#### **V. Exceptions from the Warranty**

The warranty of the product shall not apply in the following cases:

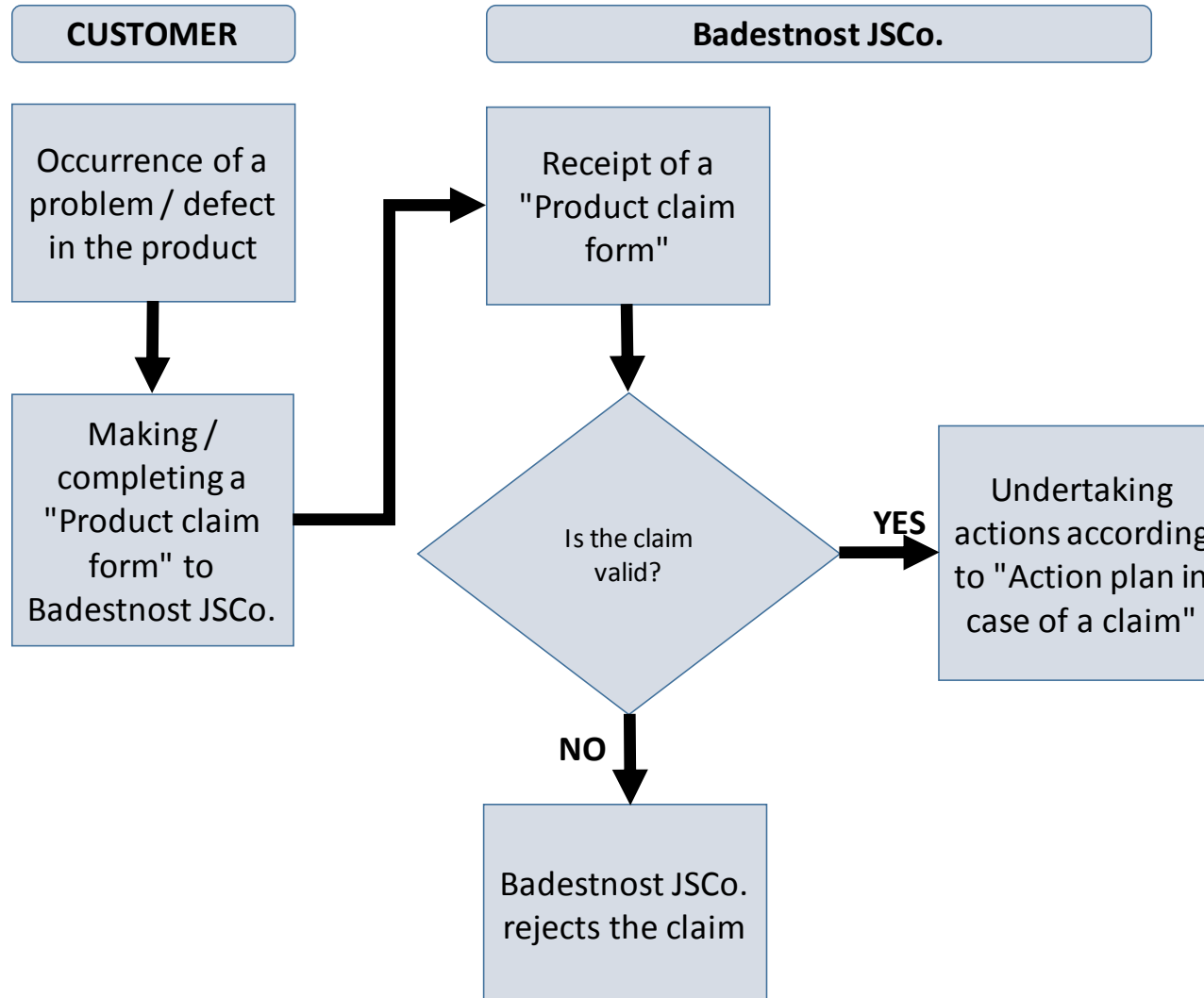


1. Missing or illegible manufacturer's plate/inscription, which is not the fault of the manufacturer.
2. Improper transportation, storage, connection, installation or operation.
3. There are mechanical damages in the product or interference by the customer.
4. A repair, or attempted repair, was undertaken by persons that are not authorized by Badestnost JSCo.
5. Replacement of original elements or parts by persons that are not authorized by Badestnost JSCo.
6. The damage is the result of exceeding the maximum pressure or temperature of the oil.
7. Supply voltage is greater than the permissible.
8. The damage is caused by external factors – freezing, flooding, direct flowing water, aggressive environment, etc., or natural disasters – fire, flood, storms, etc.
9. The warranty shall not cover defects due to normal wear, nor those arising from intentional or negligent acts or omissions.

## **VI. Process for filing a claim and Action plan in case of claims**



## Process for filing a claim





## Action plan in case of a claim

