

Terms of warranty, complaints and returns for customers
using the store and warehouse SERWIS KOP Sp. z o.o.
Sp.k. at Podkarpacka 57A, 35-082 Rzeszow

I. Terms of warranty

1. This warranty is valid only if the purchased product range is used as intended and professionally prepared as well as mounted.
2. The warranty covers only material and manufacturing defects.
3. The warranty does not cover:
 - a) damage due to improper mounting, as a result of an accident, regular operational wear, corrosion and premature wear because of the incorrect condition of other elements, in particular: elements of chassis systems, steering, powerdrive.
 - b) mechanical damage, improper utilization and identified repairs carried out by the user use and misuse
 - c) in case of purchasing the incomplete repair kit of hub / gearbox / differential / reduction gear, and lack of the replacement of other associated components for the new unused ones, WARRANTY DOES NOT APPLY because of the possibility of system failure, which may occur as a result of the destructive impact of other elements which were used so far.
 - d) The guarantee does not cover damage caused by the malfunction of a component.
4. Warranty claims apply only to the goods themselves (replacement to the good free of defects or equivalent refund) - do not apply to the additional costs such as transport, installation, diagnostic tests, etc.
5. The term of any warranty claims is to provide the import-export company SERWIS-KOP with a complaint notification, invoice (copy), warranty card (applies to products for which it is issued), certificate of an authorized garage or diagnostic station on the existing defect and to provide the defective parts in a way agreed with the complaints department.
6. The warranty is given for a period of 6 months from the date of purchase. The complaint is considered after the manufacturer's expertise.
7. The period of complaint consideration is 14 - 90 working days from the date of receiving the defective parts (it results from the deadlines imposed on SERWIS-KOP by the manufacturers).
8. Return of money is processed no later than 14 working days from the complaint recognition. Defective product will be replaced, if the repair is not possible, the store will refund the buyer or offer other goods available in the store.
9. In case of the purchase of incomplete repair kit it is the client responsibility to document and present the Guarantor the replacement of other dependent elements to the new ones

which are free from defects and fitting them to the parameters of the replaced incomplete repair kit.

10. The aforementioned terms of the warranty excludes the following components or assemblies of components due to the separate Terms of Warranty provided in a separate warranty card, resulting from the installation restrictions and essential operational actions:

- Hydraulic Pumps
- Hydraulic Motors
- Hydraulic Valves
- Turbochargers

11. The warranty is valid only direct client

12. For the validity of the guarantee is necessary to present a protocol of installation signed by an authorized and specialized unit.

13. Client should prove the replacement of components cooperating, if due to the nature of its working could be cause malfunction or failure of the claimed part

13a. If the elements that may affect the part should be delivered to SERWIS KOP Sp. z o.o. Sp.k. client should do it at his own expense

14. The guarantor has the right to expect from the client additional information, in particular: invoices of purchase spare parts, supplies, pictures movies, installation protocols, a copy of indications of an instrument of service.

15. The warranty does not cover damage caused by incorrect electrical parts montage or malfunction of the electrical system.

16. Warranty declares presumption of efficiency of the parts.

17. About the completion of the repair and the possibility of receiving equipment, retraining repair costs exceeding the limit of repairs, Client will be notified by phone or by e-mail. After 14 days from the date of notification of the completion of the repair CLIENT, in case of failure to collect the equipment you will be charged at 5.00 zł net (6,10 zł gross) for each day of storage. This fee is charged for the next 3 months. The condition for receiving the equipment during the calculation of the fee for storage is to regulate in favor SERVICE charged a fee for late payment (art. 461 of the Civil Code). After 60 days of uncollected equipment shall be forfeited and is recognized as abandoned by the owner within the meaning of art. 180 of the Civil Code and pursuant to Art. 181 of the Civil Code, acquire by his taking possession spontaneous SERVICE. Inability to notice CLIENT in the manner indicated by, and not resulting from an error SERVICE does not relieve the customer of charge storage

18. Unproviding the required documents within 14 days is invalidating the warranty.

19. The guarantor is entitled to charge the customer the costs incurred in connection with the procedural complaint if the claim proves to be unfounded, in particular the costs of: -

transport

- expert

- warehousing

- recycling

20. Decision of the guarantor regarding the basis of reported faults is final
21. Any replaced parts become the property of the guarantor.
22. The warranty does not cover the client's right to claim reimbursement of lost profits in connection with the failure of the product.
23. In the case of substantial repair or replacement warranty period does not run again.
24. Any disputes will be settled by the court in Rzeszów by Polish Law
25. Serwis-Kop is not applying to United Nations Convention on Contracts for the International Sale of Goods
26. Our warranty applies only to Europe territory.
27. Service Kop is only responsible for damage caused deliberately

II. Complaints not resulted from the warranty conditions

1. In case of sending parcels with the shipping company, the recipient is obliged to check the quality and condition of the delivered goods in the presence of a courier of the shipping company. If a damage of the parcel is noticed, the damage report should be prepared and together with the bill of lading and a copy of the invoice they are the basis for the complaint.
2. After 24 hours of delivery the quality complaints are not accepted.
3. Quantitative complaints should be submitted to the sales office within 24 hours from receiving the parcel.
4. In case of personal collection, the accurate quantitative and qualitative verification of the good is required on the spot and immediately report any objections.

III. Returns of the improperly purchased parts

1. In case of an ordering party's mistake (in the model choice, bad indication of required parts, withdrawal of the client, etc.) there is a possibility to return goods within 14 days after previous agreement with the seller, and on the principle: 'GOODS FOR GOODS'
2. Parts for individual orders are not refundable.
3. Electric and electronic components are not refundable.
4. After 14 days we do not accept any returns.
5. The term of accepting the return is to provide a copy of the purchase document to the complaints department and to provide returned parts (undamaged and in original undamaged packaging) at its own expense.

Wacław Rędziniak
President