



B L O C K

APPENDIX No 2 – Warranty conditions

1. Comp Centrum Innowacji sp. z o.o. ul. Jutrzenki 116, 02-230 Warsaw, Poland shall grant the warranty for the product (hereinafter: the Warrantor).
2. The Product is covered by a 2-year warranty. The warranty period begins from the date of delivery of the product to the Buyer.
3. During the period of warranty, the Warrantor is obliged to remove the defects of the product.
4. The warranty covers only defects inherent in the product.
5. In case of identifying a defect in the product, the User should report the fact of the appearance of the defect by presenting the description of the defect along with the serial number of the product. The submission of the defect should be conducted through a letter sent to the address of the Warrantor indicated in point 1 or a message sent via e-mail onto the following e-mail address contact@glabdefi.com. We recommend that you report the defect according to the form listed below.
6. Before reporting the defect of the product, we recommend that the user use the recommendations contained in the instructions of use of the product, constituting Appendix No. 3 to the product sales regulations of the product.
7. The defective product should be sent by the User to the following address: Magazyn CCI Zakłady Urządzeń Komputerowych „ELZAB” S.A., ul. Kruczkowskiego 39, 41-813 Zabrze, Poland.
8. We recommend that the product is sent in the original factory packaging, because only such packaging ensures the maximum possible product protection before damage during transport. A filled out complaint form in accordance with the enclosed specimen along with the product should be sent.
9. In order to ensure the efficient warranty process, the User should immediately deliver the consignment note number or the shipment number with the product sent.
10. If the product has defects which are not a subject to warranty (the defect appeared after the lapse of warranty, the defect appeared due to the User's fault, the defect is not covered by the warranty due to the nature of the defect, the damage of the product during transport for which the Warrantor is not responsible for), the Warrantor – upon the choice of the User – shall remove the defect at the expense of the User, and will send back the product to the User at User's expense or will send it back to the User at the User's expense.
11. If the product with defects reported by the User, does not have any defects, the Warrantor will send the product back to the User at the User's expense.
12. In case of damaging the product during transport:
 - a) if damage of the product occurred during transport ordered by the Warrantor- costs of removal of damage to the product should be covered by the Warrantor,
 - b) if the damage of the product occurred during transport ordered by the User – the damage of the product is to be removed by the User upon accepting the cost of removal of the damages to the product.
13. The provisions of the warranty conditions shall not limit nor suspend the right of the Buyer resulting from the warranty for defects in the products sold.



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COMPLAINT FORM

Product (name / model /serial number):

Date of sale __ | __ | _____

Date of product receipt __ | __ | _____

Description (manner or the reason of occurrence) of the defect or the damage occurred during transport:

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Client Information:

Name: Surname:

or name (Company)

Address:

Postal code: City/State:

Country:

E-mail :