



Complaints Procedure

- 1) ELIS PLZEN a. s., the Czech Republic, as the Seller is liable for defects in goods that result from defective parts or incorrectly set parameters in violation of the buyer's order.
- 2) The Buyer is obliged to inspect the goods during the takeover with professional care and to assure their quality and quantity.

A) The condition for providing of guarantee service

- 1) **Buyer** is obliged to contractually ensure pursuance of the guarantee servicing at his own expenses which means that **Buyer** shall ensure and pay the realization of such repair work on his Territory and **Seller** shall provide repairs of defective parts free of charge. Shipping costs from a customer to the **Buyer** are paid by **Buyer** and from the **Buyer** to the **Seller** are paid by **Seller**. In the event of device type defect proving all repair expenses shall be paid by **Seller**.
- 2) Guarantee defects shall be advised by **Buyer** to **Seller** without any delay by e-mail, fax or registered letter with a precise defect description and a possible reason of defect and send all information about installation or using of a device.
- 3) Unless otherwise agreed the **Buyer** shall send such defective parts for repair to the **Seller** without any delay.
- 4) The **Seller** will confirm in written acceptance of order for repair and specify estimated time of repair.
- 5) Warranty is not valid in case that defect during guarantee time are caused namely by incorrect service, overbearing damage, alienation, or defects caused in consequence of unrestrained disaster or force majeure, etc. Thus all costs related to repair will be borne by **Buyer**.
- 6) After repair the **Seller** will issue "**Repair Certificate**", where it will be clearly stated identification of the defect (guarantee or non-guarantee) repair manner and repair cost (in case of non-guarantee repair). This "**Repair Certificate**" will be binding for both parties.
- 7) In cases where the subject of the contract is delivered by a carrier, the Buyer shall, when taking over the delivery, check the packaging integrity, number of packages etc. Any claims regarding the goods damage during transport shall the Buyer raise against the carrier company. The Buyer shall arrange information about this duty a receiver of goods. The buyer shall inform the Seller about a damage of goods during a transport and send him the signed "Complaint Protocol" by e-mail on the address: sales@elis.cz. If the Buyer or the recipient of the goods does not make a record of the damaged consignment by "Complaint Protocol" with the currier, all costs associated with the repair of defective goods are borne by the recipient of the goods or the Buyer.



7) The location for taking of delivery and contact person for providing of guarantee service:

ELIS PLZEŇ a. s.
Production Department
Soukenická 3, 320 00 Plzeň
Tel: +420 - 377 454 394
fax: +420 - 377 454 391

Contact person: Mr. Petr Mareška, phone: +420 604 230 656, e-mail: petr.mareska@elis.cz

8) A repair of a device at a location of an end user is provided from the Seller according to individual condition agreed by the Seller and Buyer.

October 2020