

WARRANTY CARD

Name, type, model
Serial number
Date of production

CE Sticker

Date of sale
Receipt number
Salesperson info:



TERMS AND CONDITIONS OF THE WARRANTY

1. The guarantor of the warranty is the company **STOTKO Group sp. z o.o.**, headquartered in Opole 45-920, ul. Jesiennych Liści 2G, KRS: 0000804867, NIP: 8982253007, REGON: 384407630, using the trade names "Kera-Med" and "Arestomed" and "Części medyczne" and "Parts4med" (further known as "**the Seller**").
2. This warranty applies to sales made in accordance with the General Terms and Conditions of Sale (further known as "**GTCS**").
3. The terms used in this Warranty Card refer to the GTCS and should be defined in accordance with the wording applied to them in the GTCS.
4. The Seller provides the warranty for the Item of Sale as per the rules defined in this document.
5. The Item of Sale has the characteristics and is intended for use as defined in the instruction manual and sales documentation.
6. The Seller takes responsibility for any physical defects (material- or production-related) inherent in the Item of Sale (hereafter referred to as "**Faults**") in the period of 3 months from the date of the customer's receiving of the item.
7. The Seller's liability for the Faults is limited to the net price of the Item of Sale.
8. In case of a Fault being identified the Buyer is obliged to not use the Item of Sale for the duration of the Seller verifying the Fault and to secure it from any further possible damage.
9. The Buyer is obliged to provide the Seller with the Complaint Form, which must include a description of the Fault with all mandatory photographic documentation, though no later than within 3 days of discovering the Fault.
10. Should the documentation provided with the Complaint Form be incomplete, the Seller will call upon the Buyer to supplement the missing elements.
11. The Seller will notify the Buyer about acknowledging or rejecting the Complaint Claim within 30 days of receiving the fully documented Complaint Form. In the case of the Fault being acknowledged the Buyer is required to deliver the Item of Sale to the Seller to the address 45-920 Opole ul. Jesiennych Liści 2G, along with a correctly filled out Warranty Card and the Proof of Purchase. Should the delivery be performed via dispatch the Item of Sale should be packed in such a way that will protect it from any damage, especially with the use of protective fillers for the duration of the transportation, and the package should be marked with the "Handle with care - glass" sign. If the Complaint is rejected the Buyer will be charged fully with the delivery cost of the Item of Sale.
12. For the duration of the Complaint verification, repairs made on the Item of Sale, or Fault removal, the Seller will not issue any replacement devices.
13. Should the Complaint be acknowledged the Seller has the option to choose between providing a Fault-free replacement or to remove the Faults in the original product. If for any reason the replacement of the Item of Sale with a Fault-free equivalent or the removal of the Faults in the original product would be excessively difficult, the Seller can offer the Buyer a full or partial reimbursement of the price paid for the Item of Sale.

14. In the case of the Complaint being acknowledged, the Seller will notify the client of the tentative completion date. The Seller will make a reasonable effort to process the complaint as soon as possible.
15. After the Claim is acknowledged, if during the warranty repair the Seller identifies any damage not covered by the warranty, before undertaking any repairs that the Buyer would have to cover the expenses for, the Seller will inform the Buyer of the estimated costs and will take any and all further action necessary, provided that the Buyer agrees to cover the proposed expenses.
16. Liability under the warranty is excluded if:
 - 1) a repair of the Item of Sale was attempted or the structure of the Item was compromised in any way by a party other than the Seller or a party authorized for such an action by the Seller, which can be evidenced by the removal of security measures, seals and tags.
 - 2) an attempt was made to connect incompatible equipment, to change or reset the settings of the Item of Sale.
 - 3) the Fault stems from any damage suffered by the Item of Sale during transportation.
 - 4) the Fault stems from the Item of Sale being used differently from its intended use or the published documentation, including the instruction manual, or from the Item of Sale being incorrectly maintained.
 - 5) the Fault stems from an incorrect and/or unprofessional installation and/or de-installation of the Item of Sale.
 - 6) the Fault stems from damages suffered due to applying inappropriate storage methods to the Item of Sale that did not provide adequate protection, such as from the effects of humidity, corrosive substances or very low/high temperatures.
 - 7) the Fault was due to any reason not inherent to the Item of Sale itself.
17. Notwithstanding the above, the warranty does not cover parts and consumables and batteries, as well as software.
18. The guarantee does not affect the Customer's other legal remedies under mandatory law in connection with the Contract.