

**Terms of warranty:**

1. The EL-PRZEM company grants the Buyer a warranty for the period of 24 months from the date of the device purchase.
2. The right for warranty comes from the properly completed warranty card with the original proof of purchase. All changes will void the warranty card.
3. Defects of the goods revealed during the warranty will be removed by the EL-PRZEM company free of charge within 14 days from the date of receipt of the goods at the headquarters of the EL-PRZEM company.
4. The faulty product should be delivered to the EL-PRZEM company in the original packaging. In the absence of the original packaging, the risk of the damage to the equipment, costs of the delivery are borne by the person making the complaint.
5. Sending the defective goods to the headquarters of the EL-PRZEM company must be agreed upon in advance by phone or e-mail, the e-mail address: [sekretariat@elprzem.pl](mailto:sekretariat@elprzem.pl)
6. The warranty is excluded if the Purchaser knew about the defect at the time of receipt of the goods.
7. The EL-PRZEM company undertakes to carry out the complaint within 14 days from the date of acceptance of the defective goods to the EL-PRZEM company. Exceptionally, this period can be extended, if the maintenance of the above-mentioned period is impossible due to reasons beyond the control of the EL-PRZEM company.
8. The complaint can be made in one of the following ways:
  - removal of the defect
  - replacement of the product with the identical one free of defects
  - replacement of the product with another one with worse parameters in the case of termination of the manufacture of the product under complaint
  - withdrawal from the transaction and refund of the amount paid for the goods
9. The EL-PRZEM company has the right to choose how to implement the complaint.
10. After considering the complaint the goods may be released in the headquarters of the EL-PRZEM company or returned at the expense of the Purchaser.
11. The Purchaser has the right to choose the method of receiving the goods.
12. The goods should be received by the Purchaser within 2 months from the date of completion of the complaint. After this time, the EL-PRZEM company will be entitled to liquidate the goods without the need to pay any compensation.

13. The warranty does not cover:

- installation and maintenance of the equipment
- goods with broken seals of the EL-PRZEM company
- goods with illegible or altered serial numbers
- goods with improper use or storage
- goods which are mechanically, electrically, thermally or chemically damaged

14. The Purchaser also loses the warranty right in the case of stating the performance of unauthorised repairs or construction changes.

15. In the case of unjustified complaint, the person making the complaint covers the transportation costs.

16. The EL-PRZEM company is not responsible for any types of damages (including the unlimited losses of profit or any financial losses), which could be caused by the use or inability to use the goods. Any responsibility, which could result from the claims of the third parties, is also excluded.

EL-PRZEM  
Przemysław Glapa  
Nowe Dąbie 67 B  
89-210 Łabiszyn

el-przem