

# REGULATIONS FOR FILING COMPLAINTS

The purpose of these regulations is to improve customer service in terms of customer complaints.

## I TERMS USED IN THESE REGULATIONS SHALL MEAN:

1. PARTIES TO THE COMPLAINT:
  - a. Seller - AiFO COMPONENTS Spółka z Ograniczoną Odpowiedzialnością S.K.A. or AiFO Group Sp.Z o.o. ul. Łany 23, 32-700 Bochnia
  - b. Buyer - a legal or natural person conducting business activity purchasing goods from the Seller
2. GOODS - items marked with regard to their type and nature included in the Seller's sales offer
3. THE SUBJECT OF THE COMPLAINT:
  - a. Defect of goods - a defect of goods within the meaning of the Civil Code
  - b. Quantity shortages - quantity of goods issued that does not correspond to the invoice or order
  - c. Formal error - error in an invoice or mistake in the execution of an order
4. CUSTOMER SERVICE OFFICE - the Seller's organisational unit to which complaints are addressed.

## II COMPLAINT NOTIFICATION

1. The basis for accepting a complaint for processing is a correctly completed complaint notification form, which constitutes Appendix No. 1 to these Regulations.
2. Complaints submitted in a form other than on the complaint notification form and not containing the data specified on the form shall not be processed.
3. The Buyer should describe precisely the defects of the goods so that the Seller could investigate the complaint without unnecessary delay caused by the need to determine the reasons for the complaint.
4. The Buyer shall submit the complaint notification form to the Seller by e-mail to the address of Customer Service Office [biuro@aifo.pl](mailto:biuro@aifo.pl).
5. Notification of a physical defect in the product should be made immediately, but no later than within 48 hours of its discovery, and no later than 5 days of receipt of the shipment, otherwise the complaint shall not be recognised.
6. The Buyer is obliged to provide the Seller with truthful information on the nature of the defect and the reasons for its occurrence. The purpose of this is to correctly assess whether the defect that has arisen is subject to warranty repair. In the event that the Buyer conceals or provides false information, he/she shall no longer be entitled to the warranty.

## III COMPLAINT PROCESSING

1. If a complaint notification complies with the formal requirements, the deadline for recognition of the Buyer's complaint under the warranty is 14 working days.
2. In the event that the Seller recognises a complaint as justified, the Buyer delivers the defective goods to the Seller on his/her own and the Seller delivers the goods free of defects, or the Seller and the Buyer terminate the concluded Agreement, which shall result in the return of the price paid and the return of the defective goods at the same time. If a defect concerns only one of the elements of goods or one of its parts and the Seller recognises the complaint as justified, the Seller delivers a new part or element to the Buyer and the Buyer installs the new part or element delivered by the Seller on his/her own, without charging the Seller with the costs of installation.
3. The Buyer is obliged to consult the Customer Service via e-mail to [biuro@aifo.pl](mailto:biuro@aifo.pl) about the shipment of the goods under complaint. Goods returned without prior consultation shall not be accepted.

4. In the event that the delivered package is damaged by the supplier/courier, it is necessary for the Buyer to complain about the package to the courier company and write a complaint protocol with the courier or not to accept the damaged package. If a damaged shipment is accepted, the Seller shall not be held liable for its defects.
5. The Buyer shall lose all warranty claims in the event of:
  - a. improper transport or unloading of goods,
  - b. improper use of purchased goods,
  - c. defects caused by improper storage of the goods.

#### **IV LIABILITY**

1. The Buyer undertakes to inspect the goods before their first use after they have been supplied by the Seller, on each delivery.
2. The Seller shall grant a warranty for its products. The warranty period is 12 months from the date of sale. The Seller's liability under the warranty for physical defects of the goods is excluded.
3. Goods which show signs of incorrect or improper use are not covered by the warranty.
4. Apart from the warranty liability for physical defects of the goods, the Seller shall not be liable towards the Buyer for any damage caused by the goods or in connection with their possession or use, subject to liability under mandatory provisions of law.
5. The Seller shall not be liable for any loss, damage or expenses (direct or indirect) of the Buyer arising from delivery errors or delays caused by the logistics operator.
6. The Seller shall not be held liable for information published on its website, and in particular in catalogues, brochures, leaflets, advertisements and other publications - they do not constitute an offer within the meaning of the Civil Code, even in the case where they are accompanied by a price.
7. Publications concerning the products offered by the Seller are for information purposes only. Technical details provided in publications may change at any time, including due to ongoing changes in the technical industry.

These Regulations are effective as of 1st April 2016