

Type, model:	Date of purchase:
Point of purchase, stamp:	Seller's Signature:

**Details of the defect reporter:**

First and Last Name:	Contact phone:
Shipping address (address of the Notifier or the point of purchase of the goods):	

- The warranty is given for a period of 24 months from the date of sale. In the case of batteries – for 3 months.
- Defects of the device revealed during the warranty period will be removed free of charge, within no more than 14 working days from the date of delivery of the product to the Service.
- This period may be extended if it is necessary to import specialized parts for repair. The Service is obliged to inform the Customer about this.
- The use and validity of the warranty is limited to the territory of the European Union.
- The condition for accepting the goods in the warranty proceedings is to attach a completed warranty card and a document confirming the purchase (receipt/invoice).
- The submission of goods for complaint is carried out by delivering the goods to the point where they were purchased.
- Equipment delivered to the Service should be complete (in the original packaging with all accessories) and clean.
- Warranty repair shall be understood as the performance by the Service of activities of a specialized nature appropriate to the removal of the defect covered by the warranty.
- When it is not possible to effectively remove the reported defect, the product shall be replaced with a new one.
- The term "repair" does not include activities provided for during normal operation and activities provided for in the instruction manual, which the User of the purchased goods is obliged to perform (installation, operation check, cleaning, maintenance, etc.).
- The warranty does not cover deterioration of the product caused by normal wear and tear of the product and consumables (bulbs, battery and others).
- The warranty also does not cover contamination of the product, mechanical, thermal, chemical and other damage caused by the act or omission of the User or by an external force, as well as the ingress of moisture, corrosion or foreign body.
- The warranty shall be void if the goods bear traces of damage caused by misuse, improper installation, failure to follow the instructions for use, or have traces of modifications carried out by the buyer himself.
- This warranty shall not exclude, limit or suspend the Buyer's rights under any consumer law.
- Equipment in working order, in which the reported defects are not detected, will be sent back at the expense of the Buyer.
- For all matters not regulated in these warranty conditions, the provisions of the Act on consumer rights apply.

Reason for claiming goods:

- non-conformity with the order
- incompleteness of the product
- quality defect
- product damaged in transit (requires a protocol written at the courier)
- damage during operation

Description of the defect (to be filled in by the applicant) accurate description of the defect will facilitate	Date / signature	Course of repair (to be filled in by service)	Date of receipt / signature	Date of release / signature
1.		1.		
2.		2.		
3.		3.		

**Information for customers and contractors and communication regarding complaints:**

Pursuant to Article 13 section 1 and 2 of the General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter referred to as GDPR), please be advised that Elmak Sp. z o.o., with its registered seat at ul. Morgowa 81; 35-323 Rzeszów becomes the Administrator of your personal data. The Specialist for General Data Protection (SODO) can be contacted in writing to: SODO, Elmak Sp. z o.o., ul. Morgowa 81; 35-323 Rzeszów, via e-mail address: sodo@elmak.pl, and by phone at +48 (17) 854 98 14. Your personal data will be processed in order to perform the contract, in accordance with Article 6 (1) (b) of the aforementioned regulation, to the extent resulting from tax laws and financial regulations. Recipients of your personal data include entities authorized by legal regulations to obtain personal data as well as processing entities providing services to Elmak Sp. z o.o. Your personal data will be stored on the basis of Administrator's legitimate interest. You have the right to access your data, and the right to rectify, delete or limit processing of your data. You have the right to lodge a complaint to the supervisory body if you believe that the processing violates the GDPR. The provision of personal data is voluntary, however, a failure to provide such data may result in a refusal to conclude or in termination of a contract. Your personal data will not be subjected to automated decision making, including profiling referred to in Article 22 section 1 and 4 of the GDPR of April 27, 2016.

