Trzyciąż, 01.01.2023 r.

WARRANTY TERMS AND CONDITIONS

1. Zakłady Kablowe BITNER Sp. z o.o. guarantees that the cables and wires it supplies are high-quality products, manufactured in accordance with the relevant standards, and may be used in electrical circuits, provided that the proper rules regarding their intended use, transportation, storage, installation, and operation are observed in accordance with the applicable standards and regulations.
2. Zakłady Kablowe BITNER Sp. z o.o. undertakes to cover the costs related to the removal of defects in the supplied cables and wires that have arisen due to the manufacturer's fault, provided that the Buyer reports the defect in writing within three days from the date of its detection.
3. The basis of the warranty covering the cables and wires supplied by Zakłady Kablowe BITNER Sp. z o.o. is the VAT invoice covering the claimed goods.

The warranty period for cables and wires is 24 months from the date of purchase.

4. The warranty covers defects in the product resulting solely from the manufacturer's fault.
5. The Buyer may exercise warranty rights if:

- has proof of purchase of the cable or wire in the form of a VAT invoice,
- has ensured the proper selection of transportation, storage, installation, and assembly of the cable and/or wire by authorized personnel, and has conducted post-installation and periodic tests regarding the operation of the cable line,
- has properly secured and allowed the supplier's representative to inspect the location where the defect was found, and has provided the required operational records of the acceptance and operational tests of the cable line as per the applicable regulations.

6. Any remarks regarding the non-conformity of the delivered products with the delivery document (DN) or sales invoice (Invoice) must be reported in writing to the department handling the order:

- If the delivery was made in a condition indicating mechanical damage, the Customer must prepare a damage report in the presence of the carrier/courier, describing the damages. The report, signed by the carrier/courier, serves as the basis for submitting a complaint.
- If the subject of the delivery does not match the contents of the invoice or the delivery document (DN), the Customer may report a discrepancy to the carrier/courier regarding the delivery document (DN) and the actual number of transport packages (reels, pallets) only at the time of receipt of the delivery.
A damage report, describing the actual condition and signed by the carrier/courier, must be prepared in the presence of the carrier/courier. This document serves as the basis for submitting a complaint.
- Any remarks regarding discrepancies in quantity or assortment with the delivery document (DN), Invoice, or the order must be submitted by the Customer within three days from the date of the report preparation.

7. The Customer must submit a complaint regarding a product defect in writing no later than 3 days from the discovery of the defect (a template of the report can be found on the Zakłady Kablowe BITNER Sp. z o.o website at https://bitner.com.pl/pobierz/formularze) and send it to the following address: reklamacje@bitner.com.pl. Complaints submitted after this deadline will not be considered.
8. The complaint submission should include the following information:

- full product name,
- invoice number,
- delivery document number,
- label (copy/photo),
- quantity delivered,
- quantity being claimed,
- reason for the complaint.

9. In the case of a complaint, photographic documentation must be attached to the complaint report.
10. Zakłady Kablowe BITNER Sp. z o.o will consider the submitted complaint within 14 days from the date of its proper submission, provided that no additional information is required from the Customer or the end user. In such a case, Zakłady Kablowe BITNER Sp. z o.o will consider the complaint within 14 days from the receipt of this information. Zakłady Kablowe BITNER Sp. z o.o reserves the right to examine the complaint at the final recipient's location.
11. In the case of the complaint being deemed justified, Zakłady Kablowe BITNER Sp. z o.o may, at its discretion, replace the claimed product with a new, defect-free one, or refund the paid amount. The consideration of the complaint in the manner described above exhausts the Customer's claims regarding the identified defects, shortages, or other non-conformities of the claimed product.
12. Zakłady Kablowe BITNER Sp. z o.o is not responsible for any damages caused during the unloading of the delivery, nor for damages resulting from improper use or storage of the product by the Customer, or for execution and design errors made by third parties.
13. In the case of replacing all or part of a cable or wire section with a revealed defect, the defective section becomes the property of Zakłady Kablowe BITNER Sp. z o.o. and must be returned upon request by the company's representative.
14. The liability under the warranty is excluded.
15. In the case of non-conformity of the sold goods with the contract, the buyer is entitled by law to legal remedies at the expense of Zakłady Kablowe BITNER Sp. z o.o; the provision of a warranty does not affect these legal remedies.

ZAKŁADY KABLOWE BITNER
sp. z o.o.
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Dyrektor ds. rozwoju, certyfikacji i kontroli jakości
Ireneusz Sosnowski

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