

Information on warranty for product and accessories

1. Warranty of accessories

In which cases can you assert your warranty rights in connection with accessories? You can assert your rights in case of the Merchant's or Representative's faulty compliance in accordance with the Civil Code.

What rights do you have based on your accessory warranty claim? You have the following options: you can ask for fixing or exchanging the product, except if your request is impossible to fulfill or, in relation to a different request, yours would contain disproportionate amount of additional costs. If you have not requested fixing or an exchange, or, wasn't able to ask for it, you can claim a proportionate compliance. You can also fix or have someone fix the product on the expense of the company and - finally - you can dismiss the agreement as well. You can change your options in claiming your rights to the accessory warranty, but you need to bear the costs of it except if it is justifiable or the company has given you reasons to do so.

What deadlines are there to claim your accessory warranty? You need to inform the other party immediately after, but no longer than two months later, you have discovered the fault. Please note that you cannot claim your accessory warranty after two years of the performance of the contract, following the expiry period.

Against whom can you claim your accessory warranty? Primarily you claim is to the Merchant; you need to inform the Representative of your claims, since they are the ones who act in this procedure.

What other requirements are there to claim your accessory warranty? Six months after the performance of the contract, you need nothing other than informing the other party of the fault to claim your rights in case you can verify that the product was delivered by the Product or the Representation. After these six months, you will need to prove that the fault you noticed had existed at the time of the performance of the contract.

2. Product warranty

In what cases can you assert your rights for product warranty? Faulty assets (product) provide you with the option listed in section 1 or a claim to product warranty?

What rights do you have based on your product warranty claim? You can only ask for fixing a faulty product or exchanging it as your product warranty claim.

In what case can a product be considered faulty? A product is faulty if it is not in accordance with the quality requirements at the time of its marketing or if it does not possess qualities described by the manufacturer.

What deadline is there to claim your product warranty? You can claim your product warranty two years after the product has been marketed. Following this deadline, you cannot assert this claim.

Against whom can you claim the product warranty? This claim can only be directed to the manufacturer or distributor of the asset. The fault of the product needs to be proven by you when claiming your product warranty rights.

In what cases are the manufacturer (distributor) exempt from their product warranty obligations? They are exempt from their product warranty obligations if they can prove one of the following:

- the product was not manufactured and distributed as part of their business activities, or
- the fault could not be recognized at the time due to scientific and technical limitations of that time, or
- the fault of the product is due to applying regulations by authorities

The manufacturer (distributor) needs only to prove one of the above reasons. Please not, that you cannot claim simultaneously product and accessory warranties due to the same fault. If you have successfully claimed your product warranty, the replaced product or the fixed part of the product can serve as a basis of your claim for accessory warranty towards the manufacturer.