

WARRANTY AND ADVERTISEMENT CONDITIONS Version 1 - EN, Validity from 1.7.2022

HYDRAULIC SHOCK ABSORBERS

I. Warranty conditions

1. STROJÍRNA OSLAVANY, spol. s r.o., hereinafter referred to as the Seller, hereby provides a guarantee for the quality of the product, i.e. it is responsible for defects that occur in the product after acceptance by the Buyer during the warranty period.
2. The warranty period shall commence upon the handover of the product to the Buyer according to the agreed delivery terms and conditions.
3. The standard warranty period for new products is 24 months for hidden defects, 30 days for apparent defects.
4. For general repairs of products, the warranty period is 12 months for hidden defects, 30 days for apparent defects.
5. The warranty does not cover defects caused by mechanical damage resulting from improper assembly, obvious third-party intervention, improper use of the product or improper handling and storage.
6. The warranty for the products expires at the end of the warranty period.
7. When a warranty repair is carried out, the warranty period is extended by the repair duration.
8. The notification of the warranty claim shall not affect the Buyer's obligation to pay the purchase price.

II. Complaint conditions

9. The Buyer shall send the notification of the warranty claim in writing to the following e-mail address **kvalita@st-os.cz**.
10. Warranty claims communicated by telephone are only of an informative nature to the Seller.
11. In the notification of warranty claim, the Buyer shall provide a precise description of the defect.
12. The Seller may request additional information from the Buyer to determine the validity of the claim (e.g. photo documentation of the product on the vehicle, type of vehicle, mileage, etc.).
13. The product sent for warranty claim settlement shall be complete.
14. Confirmation of receipt of the warranty claim is sent to the Buyer by e-mail.
15. The warranty claim shall be settled within the statutory period of 30 days as of the physical receipt of the claimed product by the Seller.
16. Notification of the status of the warranty claim is sent to the Buyer by e-mail, including the attached document "Notice of Warranty Claim Settlement" or "8D report".
17. A legitimate warranty claim shall be resolved by the Seller at its own discretion by one of the methods listed below¹:
 - a) *Elimination of product defects by repair.*
 - b) *Delivery a new or missing product.*
 - c) *Provision of reasonable discount on the purchase price.*
 - d) *Withdrawal from contract.*

III. Unjustified claims

1. In the case of an unjustified claim, the Seller is entitled to charge to the Buyer a handling fee of CZK 500.
2. The Seller shall prove the ineligibility of the warranty claim for the claimed defects to the Buyer as follows:
In the case of
 - a) *Malfunction of the damper* - by a test report.
 - b) *Oil leak* - by photodocumentation of the findings.
 - c) *Mechanical damage* - by photodocumentation of the place of damage to the product.

¹ Ranked by priority of the warranty claim management method.

