

## **WARRANTY TERMS**

1. The warranty is granted for a period of 24 months, starting from the date of purchase by the Buyer. Any defects disclosed during this period will be repaired free of charge, within the shortest possible time, but no later than 14 working days from the date the product is delivered to the Service Center. The warranty period will not be extended by the time the product stays at the service point.
2. Warranty repair means that the Service Center will perform specialized tasks appropriate for resolving the defect covered by the warranty. Warranty repair does not include actions described in the user manual, which the User is obliged to carry out on their own and at their own cost, such as installation or operation checks.
3. The warranty does not cover:
  - a. Consumable materials, such as bearings, drill bit ends,
  - b. Mechanical, thermal, chemical, and all other damages caused by the User's actions or negligence or by external forces (e.g., power surges, lightning strikes, using incompatible consumables or cleaning agents, rotating a log or encountering a knot while splitting),
  - c. Damages caused by moisture, corrosion, or foreign objects that have entered the interior,
  - d. Intentional damage to the equipment,
  - e. Maintenance activities (e.g., cleaning, lubrication),
  - f. Replacement of parts that have a specific lifespan.
4. The warranty will also become void in the event of:
  - a. Modifications or structural changes made by the User and/or third parties,
  - b. Circumstances for which neither the manufacturer nor the seller is responsible, especially due to improper use, transportation, or installation,
  - c. The customer's failure to adhere to the user manual,
  - d. Causes attributable to the User (e.g., using inappropriate materials or accessories).
5. The complainant is entitled to a replacement of the equipment with a new one only if:
  - a. The service point determines that the repair is impossible,
  - b. Significant repairs need to be performed more than five times during the warranty period.
6. Warranty claims and repairs can only be carried out by Service Points designated by the Seller.
7. The claimed equipment is delivered to the Service Point at the Buyer's expense.
8. The equipment delivered to the Service Point must be clean; otherwise, the service will perform cleaning at the buyer's expense.
9. In cases where specialized spare parts need to be ordered, the repair period may be extended by 14 working days. The service point is obliged to inform the customer of this.
10. The Seller bears the cost of transporting the repaired equipment to the customer within the country where the equipment was purchased, while the customer is responsible for delivering the equipment to the service point at their own expense.
11. The warranty on the sold consumer goods does not exclude, limit, or suspend the rights of the buyer under any consumer legislation (e.g., the Act of 2 March 2000 on the protection of certain consumer rights and liability for damage caused by a dangerous product, the Act of 27 July 2002 on specific conditions of consumer sales and amendments to the Civil Code, etc.).
12. Warranty rights can only be exercised upon presenting the warranty card along with a readable proof of purchase. Unauthorized changes to the entries on the warranty card or performing repairs on one's own will result in the loss of the warranty.
13. The name of the equipment or the serial number is placed on the device or the packaging.
14. **Equipment found to be operational, where no faults reported by the Buyer are detected, will be returned at the Buyer's expense, along with a service fee of 50 PLN.**

**The completed form and the claimed goods should be placed in the shipment and sent to the following address:**

**DEFKOM DAWID KUKLA  
Pagorzyna 103, 38-305 Lipinki, POLAND**

## COMPLAINT FORM

Name and surname / Company name	
Correspondence address	
Contact telephone number	Email address
Receipt/invoice number	Order number
Purchase Date	Date of finding the defect
Reason for complaint <input type="checkbox"/> The device is not working <input type="checkbox"/> Product damaged during transport <input type="checkbox"/> The device is malfunctioning <input type="checkbox"/> Another reason, what? .....	
Please provide a detailed description of the problem	
I am making use of the guarantee and based on it I am requesting (please tick as appropriate): <input type="checkbox"/> Exchange <input type="checkbox"/> Withdrawal from the contract <input type="checkbox"/> Repair <input type="checkbox"/> Price reduction by the amount .....	
<small>"I consent to the processing by DEFCOM Dawid Kukla, Pagorzyna 103, 38-305 Lipinki, of the personal data provided above for the purposes of handling returns and I consent to their transfer to entities through which the Seller fulfills its obligations to Customers (electronic records of returns, processing returns). Providing personal data is voluntary, but they are necessary to handle the return process. Customers have the right to access the content of their data and correct them."</small>	
<b>By signing, I confirm that I have accepted the Guarantee Terms and Conditions and that they have been completed correctly.</b>	
Date	Signature