

REGULATIONS

Car Electronics Services

1. The Customer may at any time download, store and play these Regulations, which are available for download in the tab "INFORMATION".
1. Company details:
Company name: "TELWIS" Zbigniew Kaczmarczyk
Edward Dembowski 17/48
02-784 Warsaw
NIP (tax identification number): 951-160-03-61
Regon: 140015148
The company is registered in the business register by the President Capital City Warsaw on 17.01.2005 under no. 210796
2. The company runs a service activity and is exempted from paying VAT.
3. The Service Recipient may withdraw from the contract until it is performed by the service provider in full.

PRIVACY POLICY - DATA PROTECTION

1. Website user's data entered into the Website are the property Recipient. The recipient has the right to access data content personal and the possibility of correcting them at any time.
2. The administrator of personal data within the meaning of the Regulation (EU) 2016/679 of the European Parliament on the protection of individuals with regard to the processing of personal data made available by the Customers to provide them with services Telwis Zbigniew Kaczmarczyk is the subject of these Regulations
The service provider, as the administrator of these data, takes care of them security particularly protects against access by persons unauthorized.
3. All Recipient's data are collected and processed by The Service Provider for the purpose of proper performance in accordance with the Regulations Services, in particular regarding the proper issue of invoices, transfers, correctly completing declarations and documents for settlements Service providers with the Service Recipient for services rendered.
4. The Service Provider may process, among others the following personal data recipients: Surname and first name, company data in the field of proper invoicing, permanent residence address (correspondence address), the recipient's electronic addresses.

PAYMENTS

1. All prices in the offer are gross prices.
2. Because the prices displayed in some cases depend on various activities and prices of items replaced during the repair equipment, they may change but it will always be in agreement with Service Recipient and before the conclusion of the contract.
3. Payment for the service will be made after this service has been made.
4. Form of payment - cash or bank transfer.

GUARANTEES

1. The company provides a guarantee for a properly performed service.
2. The warranty period for the service rendered is 6-12 months. (depending on the technical state or current electronic life time.
3. The warranty also includes electronic components.
4. The guarantee will not be considered if:
 - a. The warranty seal will be removed.
 - b. Mechanical damage, flooding e.g. with water.
 - c. Electrical damage due to high charging voltage battery short circuit or incorrect testing of the device.

SHIPPING AND RETURNS

1. Special attention should be given to the package sent to us electronic module (s) (remotes, ECU controllers, UCH, Counters etc.) which should be protected against possible further damage in during transport.
2. The form must be attached to the package and can be found on our website.
3. After receiving the package with the electronic module, it is checked by a qualified employee and if it turns out that the cost of repairing the module is within the issued price list

then the employee joins its regeneration. However, if it turns out that the cost of repair exceeds the amount contained in the price list, we consult this case with the Customer and we agree on new conditions.

4. If it turns out that a given module cannot be regenerated due to e.g. no spare parts (out of reach or no longer in production, etc.) then the module will be sent back on request.

5. The customer chooses a courier service provider at his own discretion while our company sending the repaired

module most often uses DHL or REGULAR Poczta Polska courier services. In the case of the former delivery

takes 5 - 7 business days and in the case of DHL - 1-3 business day.

COMPLAINTS

1. Complaints submitted by the Client shall be considered within 3 business days from the time of notification.

In urgent cases again the advertised service will be considered on the day of notification.

2. If it turns out that the defect cannot be removed, the company agrees with The Service Recipient extends

the repair period or refunds incurred costs.

Zbigniew Kaczmarczyk