

## STATUTE

### Car Electronics Services

1. The Service Recipient may download, store and reproduce these Regulations at any time.

### **BUSINESS**

1. Company details:

"TELWIS" Zbigniew Kaczmarczyk

E. Dembowskiego 17/48

02-784 Warsaw

NIP: 951-160-03-61;

REGON: 140015148

The company is registered in the business register by the President of the Capital City of Warsaw. on 17/01/2005 at no. 210796

2. The company conducts service activities and is exempt from paying VAT.

3. The service recipient may withdraw from the contract until the entrepreneur has provided the service in full.

### **PAYMENTS**

1. All prices given in the offer are gross prices.

2. Since the prices displayed in some cases depend on various activities and prices of elements replaced during the repair of the equipment, they may change, but this will always happen in consultation with the Service User and before concluding the contract.

3. The service delivery time depends on many factors, e.g. access to spare parts, etc. We usually provide most services within 1 - 3 business days. If this deadline may be extended, we consult this case with the client.

4. Payment for the service provided will be made after the service has been completed.

5. Form of payment – cash or bank transfer.

### **WARRANTIES**

1. The company provides a warranty for a properly performed service.

2. The warranty period for the service provided is 3 - 12 months. (depending on the technical condition or current period of use of the electronic module).

3. The warranty also includes electronic components replaced to remove the fault in the operation of the device.

4. The warranty will not be recognized if:

a. The warranty seal will be removed.

b. Mechanical damage, flooding, e.g. with water.

c. Electrical damage caused by too high battery charging voltage, short circuit or improper testing of the device.

### **SHIPPING AND RETURNS**

1. Please pay special attention to the shipment sent to us containing an electronic module (ECU, UCH controllers, etc.), which should be protected against possible further damage during transport.

2. The shipment must be accompanied by the form available on our website.

3. After receiving the shipment 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 limits of the issued price list, the employee starts its regeneration. However, if it turns out that the cost of repair exceeds the amount

included in the price list, we consult this case with the Service User and agree on new conditions.

4. If it turns out that a given module cannot be regenerated due to, for example, the lack of spare parts (they are unavailable or no longer produced, etc.), then the module will be sent back upon request.

5. The service recipient chooses the courier service provider at their own discretion, while our company most often uses the services of courier companies: DHL or DPD when returning the repaired module. The cost of the module sent back after repair is added to the cost of the repair service and is determined by the shipping company.

### **COMPLAINTS**

1. Complaints submitted by the Service Recipient are considered within 3 business days from the date of notification. In urgent cases, the service complained about again will be considered on the day of reporting.

2. If it turns out that the complained defect cannot be removed, the company agrees with the Service User to extend the repair deadline or refund the costs incurred.

3. The service recipient may withdraw from the contract within 14 days of its conclusion before the module repair service begins. After starting the repair service, the provisions of point 4 apply.

4. Due to the irreversible nature of the provision of a service and the impossibility of restoring the previous state, if the Service Recipient, after submitting a request for the service, then exercises the right to withdraw from the contract, he is then obliged to pay for the services provided by the entrepreneur. until withdrawal from the contract. The payment amount is then calculated in proportion to the scope of services provided by the company, taking into account the price agreed in the contract.

### **DISPUTES**

In the event of a dispute regarding the service provided, the parties will resolve it by mutual agreement. In the event of disagreement, the resolution of the dispute will be referred to the Court.