

GENERAL CONDITIONS

ELERTE Poland Sp. z o.o. provides warranty for all products in the company's commercial offer. The warranty period is 25 months for all products remanufactured by the company except NOX sensors, for which it is 6 months. The warranty is given on the basis of an appropriate document (invoice or delivery document) and is valid from the date of its issuance.

ELERTE Poland Sp. z o.o. shall not be liable in respect of and does not cover:

- The cost of service charges or vehicle repairs,
- Vehicle downtime costs,
- Alleged losses in profits or lost profits,
- Towing costs,
- Other costs of repair or compensation beyond the cost of repair or replacement of the Product.

ELERTE Poland Sp. z o.o. in each case of an acknowledged complaint, first of all strives to repair the advertised product so that it meets all quality standards. If the repair is impossible or unprofitable, the product is subject to replacement. In the situation where repair and replacement are impossible, the customer receives a refund and the sales invoice is adjusted for the value of the purchased goods. The complaint submitted by the consumer is processed as soon as possible.

Claims may be rejected. Reasons for rejection include:

- Damage to the product or its component caused by improper: installation, use, operation; lack of proper maintenance,
- No warranty seal,
- Interference causing damage to the warranty seal or interference with the mechanisms regulation of goods,
- Assembly in conjunction with vehicle components that do not function properly,
- Installation by unqualified persons,
- Mechanical damage to the product or its component,
- Chemical damage to rubber seals not resulting from normal use Product.