

GENERAL TERMS OF WARRANTY OF GZT TELKOM-TELMOR Sp. z o.o.

1. Products purchased in GZT TELKOM-TELMOR Sp. z o.o. are warranted to be free from defects in material and workmanship for a period of two years from the date of invoice, unless a separate agreement with the customer states otherwise.
2. GZT TELKOM-TELMOR Sp. z o.o. shall guarantee good quality and proper functioning of the purchased devices if used in the manner appropriate for the purpose thereof and in accordance with the instruction manual during Warranty period specified in section 1 . Any defects and damages revealed during the Warranty period shall be removed free of charge or the equipment may be replaced with a free-of-defects equivalent.
3. Defective or faulty equipment, purchased in GZT TELKOM-TELMOR Sp. z o.o., should be delivered to the manufacturer's office address: 80-172 Gdańsk, Schuberta Street 104 Poland, with the note "Service" and should include the detailed description of defect or cause of complain. Customer shall ensure that the equipment has intact seals with Manufacturers serial numbers, and shall provide protective packaging ensuring safety of the equipment during loading, unloading and transportation. [contact: phone (58) 3823 341, (58) 3823 356, (58) 3823 360]
4. GZT TELKOM-TELMOR Sp. z o.o reserves the right to charge the Warranty beneficiary with the costs of service, transportation, insurance and customs clearance if the defect does not fall within the scope of this Warranty or the device has not been proven defective.
5. If the Warranty beneficiary is unable to present the purchase receipt (warranty card, invoice, etc.), the warranty period starts from the date of equipment manufacture and expires 3 years from this date.
6. In the event of a complaint, the manufacturer is obliged to make warranty repairs as soon as possible or to inform the customer about the time and eventual costs within 14 working days from the date of delivering the equipment to the manufacturer's service point.
7. If the warrantor provided the warranty holder with item without defects instead of defective item or made significant repairs to the item covered by the warranty, the warranty period begins anew from the date of delivery of the item without defects or return of the repaired items.
In other cases, the warranty period is extended by the time during which the repaired device stays in the manufacturer's service point.
8. The warranty does not cover the equipment defect, which arise from:
 - factors beyond the manufacturer's control,
 - mechanical damage,
 - usage inconsistent with the operation manual or contradictory to technical specifications attached to the device
 - random events, including lightning discharge, fire, flood or water damage, impact of high temperatures and chemical agents
 - improper installation and configuration (not according to the manual), including
 - inadequate power supply, connection of external devices that may damage the product
 - defects, about which the buyer was notified when purchasing the device with an appropriate price reduction (description of the defect mentioned in the invoice).
9. The rights granted by this Warranty shall not include the right of the Warranty beneficiary to claim any lost profits in connection with defects of the device. The Guarantor shall not be held responsible for any material losses caused by the defective product.
10. The lack of manufacturers label with the serial number on the equipment or detection of any interference by third parties in the construction of the equipment (unauthorized alterations, repairs) always results in the loss of warranty rights.
11. **GENERAL TERMS OF WARRANTY OF GZT TELKOM-TELMOR Sp. z o.o. apply to all equipment purchased in GZT TELKOM-TELMOR Sp. z o.o. after 01/09/2010.**