

# 1.DETAILED RULES OF THE COMPLAINTS PROCEDURE

## 1.1.General provisions

- a) Each Customer is entitled to make a complaint about products sold by EURO-LOCKS Sp. z o.o. by exercising the right resulting from nonconformity of goods with the contract (commonly known as statutory warranty [Polish: "rekojmia"), requesting for free of charge repair of a product or its exchange if the complaint is considered justified.
- b) Quality complaints are related to defects of sold products that diminish their usefulness and their non-compliance with quality requirements included in the specifications determined when concluding the contract or documents confirming quality.
- c) Complaints concerning non-compliance with commercial documents (including an invoice) that may relate to non-delivery of appropriate commercial documents, or discrepancy between the previously determined price and payment conditions should be filed no later than 7 days from receiving the documents.
- d) The basis for making a complaint by a Customer is a document confirming conclusion of a contract or placement of an order with specified ordered or performed actions.
- e) Complaints that relate to a product are made in writing. A Customer is obliged to include information concerning name and specification of the faulty product, type of damage, Customer name and refer to a particular proof of purchase (e.g. invoice, shipping document). The complaint report form available on the webpage may be used for that purpose.
- f) In the case of filing a complaint, EURO-LOCKS Sp. z o.o. immediately initiates a complaint procedure, the legitimacy of claim is analysed, then the decision of the manner of processing the complaint is issued and the necessary steps to eliminate the discrepancy are taken.
- g) The complaint should be handled in the shortest possible period. When recognising the complaint, EURO-LOCKS Sp. z o.o. shall do its best to compensate the discrepancy in the best possible manner.
- h) EURO-LOCKS Sp. z o.o. shall inform the Customer in writing about the manner of handling the complaint no later than 14 days from making the complaint.
- i) The products complaint about are stored at EURO-LOCKS Sp. z o.o. seat and are marked with identification labels that contain identification data of a Customer until the complaint is settled.
- j) Provisions related to handling the complaint are stored in the complaint register.

## 1.2.Registering complaints

- a) The complaint is directed to the Quality Department.
- b) The following information is included in the complaint register:
  - date of filing a complaint with assigned number,
  - company's name,
  - product's name and specification,
  - description of complaint,
  - actions undertook,
  - source of defect.
- c) The complaint register is used for developing quality analyses.

### **1.3.Complaint analysis**

- a) The Quality Representative analyses the complaint. If there are any ambiguities, it is obliged to obtain additional information and explanations from the person filing the complaint.
- b) The basis for complaint analysis, depending on its type, is respectively:
  - contract with a Customer or order filed by a it,
  - requirements concerning the quality of the product, such as those set out in the contract or specification,
  - copies of invoices,
  - other related documents.
- c) The Quality Representative is obliged to identify the reason for discrepancy that is subject of complaint but it is understood that possible doubts are interpreted in favour of the Customer.

### **1.4.Conducting the complaint procedure**

- a) Decision concerning the matter of handling the complaint is made by the Quality Representative who cooperates with the Operations Director and Sales Representative who is responsible for service of Customers making a complaint about a product.
- b) In the case of non-typical or controversial complaint the decision is made by the Managing Director.
- c) If the complaint is recognised, the following decision is made:
  - exchange of faulty product for full value one,
  - return of equivalent of a product (correcting invoice),
  - repair of the damaged product,
  - another, that solves the problem.
- d) After making a decision concerning a complaint, the Quality Representative answers the Customer about complaint and matter of settling it.

### **1.5.Settling points of dispute**

- a) EURO-LOCKS Sp. z o.o. declares amicable settlement of points of dispute.
- b) To all matters not settled in contracts, the provisions of the Civil Code shall apply.
- c) The Parties submit disputes resulting from relation covered by the contract for resolution of the court having jurisdiction over the Euro-Locks Sp. z o.o. seat.