



COMPLAINTS REGULATIONS

1. Definitions.

- 1.1. Complaint - Customer's request addressed to the Seller in connection with unsatisfactory quality of the product, goods or services.
- 1.2. Complaining party - Customer or other person with appropriate authorization to represent the client.
- 1.3. Customer - a legal person, a natural person who is an entrepreneur within the meaning of relevant regulations or an organizational unit with the ability to incur rights and liabilities on its own behalf.
- 1.4. Document - an invoice issued by the Seller confirming the purchase complained product, goods or services from the Seller.
- 1.5. Seller - Gwarant-Eko GEKO Filtration Sp. z o.o.

2. Responsibility of the Seller and the Customer.

- 2.1 The Seller shall not be liable for damage to property or health resulting from the use of a product or goods contrary to its intended use.
- 2.2. The Seller shall not be liable for damage to property related to improper use operating conditions established by the manufacturer.
- 2.3. The seller is not liable for losses or lost profits resulting from the use or inability to use the product or goods.
- 2.4. For the duration of the warranty repair, the Seller is not obliged to provide the Customer with substitute products or goods.

2.5. The Seller is not liable for mechanical damage resulting from incorrect installation or incorrect use of the product or goods.

2.6 The Seller is obliged to accept the complaint and inform the Complaining Party about the way it was handled.

2.7 The Complaining Party is obliged to submit complaints to the Seller in accordance with the Complaints Rules.

3. Complaints rules.

3.1. The Complaining Party is obliged to submit a complaint immediately after finding the defect of the product, goods or services but no later than 6 months from the date of sale of the complained product, good or service. The date of the sell is the date of the invoice issued by the Seller. Complaints submitted after the deadline will not be accepted.

3.2. Complaints should be submitted on the complaint form provided by the Seller available at www.gekofiltration.pl and sent it in the form of a scan to e-mail address: biuro@gekofiltration.pl or to the following address: Kornica, ul. Kuźnicza 14, 26-200 Końskie, Poland.

3.3. The Complaining party delivers the complained product or goods at his own expense to the premises of Seller in Kornica, address: Kornica, ul. Kuźnicza 14, 26-200 Końskie, Poland.

3.4. The date of the receipt of the complaint is the day on which complained product or the goods together with the complaint form is delivered to the premises of the Seller.

4. Handling of the complaint.

4.1. The Seller undertakes to consider the complaint within 14 working days from the date of receipt of the complaint. This period may be extended to 30 working days if it is necessary to test the material (referred to in point 4.3).

4.2. The Seller may accept, reject or partially accept the legitimacy of the complaint. The Seller shall inform the Complaining Party within 14 working days counting from accepting the complaint or within 30 working days in the case of material testing (referred to in point 4.3.)

4.3. If the product or goods have been damaged during operation and it is not a damage mechanical damage caused by product misuse but unexplained damage of the material from which the product or goods are made, the Seller shall inquire causes of damage to the product or goods by examining the material, carried out by the Kielce University of Technology in order to

obtain opinions from experts on the cause of damage to the material from which the product or goods are made.

4.4. The Seller shall inform the Complaining Party within 7 working days about the testing of the material by the Kielce University of Technology and therefore extended deadline for handling complaint.

4.5. The Seller shall inform the Complaining Party about the cause of damage to the material within 7 working days from obtaining the opinion of experts from the Kielce University of Technology.

4.6. The Seller shall take final decision on the complaint (i.e. accept, reject or partially accept the complaint) within 7 working days counting from obtaining the opinion of experts from Kielce University of Technology.

5. Appealing against the decision.

5.1. The Complaining Party has the right to appeal against the Seller's decision within 14 working days from the date of delivery of the letter with the response to the complaint. After this deadline, the appeal will be rejected.

5.2. Disputes shall be resolved by the court competent for the registered office of the Seller.

5.3. In case of any dispute, the Polish text shall prevail over its translations.

Chairman of the board:



Dariusz Młodawski