

GUARANTEE CARD

Item name	
Serial number	
Sale document number	
Date of sale	

GUARANTEE TERMS AND CONDITIONS

1. This document sets out the obligations of the Guarantor and the rights of the Purchaser in the event that the item sold does not have the properties specified in this guarantee card.

2. Definitions:

- a) Guarantor – Mactronic Group sp. z o.o. based in Wrocław (54-156), ul. Stargardzka 4, entered in the Register of Entrepreneurs kept by the District Court for Wrocław – Fabryczna in Wrocław, 9th Commercial Division of the National Court Register under KRS number (National Court Register Number): 0000976373, NIP (Tax ID Number): 897-001-32-66, REGON (Business ID Number): 931589124, address of fixed place of business: ul. Stargardzka 4, 54-156 Wrocław, NIP (Tax ID Number): 897-001-3266, REGON (Business ID Number): 931589124.
- b) Guarantee Card – a document that, together with the proof of purchase, constitutes the basis for granting the guarantee and providing guarantee services for Mactronic products.
- c) Purchaser – any purchaser of Mactronic products.
- d) Lighting products – flashlights, searchlights, bike lamps, headlamps, portable floodlights, area lighting, work lights, decorative lanterns, camping lamps, weapon-mounted lights, and portable lighting systems.

3. The Guarantor provides a guarantee for lighting products and batteries / rechargeable batteries for lighting.

4. The guarantee term is 5 years for lighting products, and 2 years for flashlight batteries / rechargeable batteries, excluding provisions established in separate purchase contracts for Mactronic products.

5. The guarantee term is calculated from the date the item was delivered to the Purchaser, as documented by a proof of purchase.

6. The guarantee covers only defects attributable to causes inherent in the item sold, i.e. latent defects arising from manufacturing defects or latent material defects in electronic components.

7. The Guarantee does not cover the following:

- a) damage caused by the normal wear and tear of the item, as a consequence of the use of the item in the course of proper operation,
- b) defects caused by the improper use of the item, in a manner inconsistent with its intended use, contrary to the operating manual,
- c) defects caused by self-repair, tampering, including alteration of the item,
- d) damage caused by external, mechanical or chemical factors.

8. The Guarantor shall perform its obligations under the guarantee provided that the Purchaser presents the proof of purchase (e.g. the receipt, VAT invoice) or any other purchase document. The condition for exercising guarantee rights is, in particular, the proper use of the item, in accordance with the operating manual.

9. The Guarantor is obliged to remove the physical defect (free repair) or deliver a defect-free item (replacement) if the defects manifest themselves during the guarantee term.

10. The Purchaser shall exercise their rights under the guarantee by submitting a guarantee claim to the Guarantor. When making a claim, the Purchaser shall provide their personal data for correspondence purposes: first name, last name, mailing address and telephone number.

11. All claims under the guarantee in the Republic of Poland shall be made in the following way:

- a) by email to serwis@mactronic.pl
- b) by phone at (+48) 71 351 86 53
- c) in writing to the following address:
Mactronic Group sp. z o.o., ul. Stargardzka 4, 54-156 Wrocław
- d) via the online contact questionnaire available at www.mactronic.pl.

12. Guarantee claims outside the Republic of Poland shall be submitted to the distributor / company / shop within the state where the purchase was made. If the product was purchased in the Republic of Poland, but used abroad, the guarantee procedure under item 11 shall apply.

13. When exercising their rights under the guarantee, the Purchaser shall deliver the item, at the Guarantor's expense, to the place indicated in the guarantee. For this purpose, the Guarantor requests the Purchaser to contact it by phone or e-mail to determine how to deliver the defective item to the Guarantor.

14. The Guarantor shall perform its obligations without undue delay, but no later than within 14 days from the date of delivery of the item by the guarantee holder.

15. The Purchaser may exercise rights arising from the non-conformity of the sold item with the contract independently of the rights under the guarantee. The exercise of any guarantee rights shall not affect the seller's liability for non-conformity of the sold item with the contract.

16. If the Guarantor, in fulfillment of its obligations, has delivered a defect-free item to the guarantee holder in place of the defective item or has made substantial repairs to the item covered by the guarantee, the guarantee term shall run anew from the time of delivery of the defect-free item or return of the repaired item.

17. Should the sold item not conform to the contract, the Purchaser shall have the right by law to legal remedies from and at the expense of the seller, and the guarantee shall not affect these remedies.

18. The guarantee for the items sold shall not exclude, limit or suspend the Purchaser's rights arising from the non-conformity of the items with the contract.

19. The Guarantee Terms and Conditions cover products sold on 25.11.2024 and later.