



GUARANTEE CARD

This Certificate hereby guarantees that the purchased cable is a product of high quality, meeting the requirements of obligatory standards and regulations.

The warranty has been provided by the manufacturer:

TELE-FONIKA Kable Spółka Akcyjna
Ul. Wielicka 114
30-663 Kraków

Cable type:

Quantity:

Package/Batch number:.....

Sales document number:.....

Location and the date of sale:

Date of product release:

Manufacturer

.....
date of issue signature and stamp

*Please read carefully the detailed rules of the warranty
in the description on the back.*

DETAILED RULES OF WARRANTY

1. **The Guarantor** shall ensure that the product is the high quality product.
2. **The Guarantor** shall ensure that the product has the quality certificates required in the territory of **(insert the name of the country, such as, The Republic of Poland)**.
3. **The Guarantor** agrees to remedy the defects of the purchased product revealed within the date to (in words:) months from the date of the issue of the product.
4. **The Purchaser** may use the warranty under the following conditions:
 - a) He has provided transport of the storage, and assembly or installation of the product in accordance with the mandatory principles contained in the standards, regulations, and commercial procedures, according to the destination of the product specified by the Manufacturer.
 - b) He has conducted a post-construction study of the product in accordance with the obligatory rules.
 - c) He has adequately secured and allowed for the representative of the Guarantor an examination of the location of the disclosed defects, and he has made the records of the results of the purchasing and operational tests, foreseen by the operational rules, accessible.
 - d) He has filed a warranty application in written form as indicated in point 12.
 - e) He has presented the Guarantor with evidence of the purchase of the product.
 - f) He has reported to the Guarantor in writing the defect of the product during the warranty period, but no later than 3 days from the date of the disclosure of the defect.
 - g) The advertised product possesses the features making its identification possible as a product coming from **the Manufacturer**.
5. **The warranty** covers only defects in the product resulting from the fault of the manufacturer and arising from reasons inherent in the product. Defects, according to the understanding of the warranty policy, are not in particular defects resulting from natural use, excessive power-driven load, construction works carried out contrary to the obligatory building rules, chemical, electrochemical, and electrical power influences, surges in the energy grid, as well as influences which are consequences of natural disasters (the forces of nature) or resulting from mechanical damage having connection with transport-related equipment, which part is the product.
6. The maximum liability of **the Guarantor** under the warranty, as well as the general compensative liability related to the delivery of a defective product cannot exceed the purchase price of the product of the Guarantor in respect to which a claim has been made. This limitation does not apply to the liability for the damages resulting from the intentional guilt of **the Guarantor**.
7. **The Purchaser** loses the right to the warranty in the case of:
 - a) The use of the product contrary to its purpose, properties, or rules of use, or if he has not provided the transport of the storage and the assembly or installation of the product in accordance with the obligatory principles contained in the standards, regulations, and the industry procedures.
 - b) The completion of repairs, alterations, or structural changes by persons other than the Guarantor.
8. **The Guarantor** undertakes to assess the damage and to determine how to remedy a defect within working days from the date of the filing of the warranty, or in any other period agreed on with the **Purchaser**. In case of the necessity of sending by the Purchaser a sample of the advertised product, as defined in the preceding sentence, the date shall be counted from the date of the receipt of the samples by the Manufacturer.
9. In case of the acceptance of a complaint, **the Guarantor** shall repair or replace the defective part of the product, unless the Parties agree otherwise in a separate agreement.
10. The Warranty Certificate is considered as valid if it contains: the signatures and stamps of **the Guarantor**, the definition of the product, and an indication of its quantity, the package number/the batch number, the place and date of the sale, date of manufacture, and the date of issue of the Warranty Certificate.
11. In case of an unsubstantiated application of the warranty, **the Purchaser** shall be required to cover the costs incurred by **the Guarantor**. It shall be considered as an unsubstantiated application of the warranty in particular when the application was made in the situation when the defect does not exist or when the defect was caused by cause other than the cause inherent in the product.
12. Warranty applications may be submitted only in the form of a completed complaint application form on the website www.tfkable.com – News – Documents – Complaint policy, which should be sent to Customer Service Department via electronic way, by fax on: +48 12 651 41 49, or via mail on the following address: **Customer service TELE-FONIKA KABLE, 30-741 Kraków, ul. Nad Drwiną 20, POLSKA**
13. For its validity, a warranty claim should include a description of the disclosed defect and accompanying materials, which are documenting its existence. The applicant who is making the complaint on request of the **Supplier/Guarantor** is obliged to send at his own cost and his own risk, the samples of the defective product.
14. The Warranty is valid on the territory of...(insert the name of the country, for example: the Republic of Poland).
15. In case of the replacement of a whole or a part of the defective product covered by the warranty, the defective part is the possession of **the Guarantor** and must be returned to **the Guarantor** on his request within 7 days from the date of the replacement.