

# Warranty Certificate

Product type:	<b>WASPPER</b>	Stamp and signature:
Serial number:	Date of purchase:	

In pursuit of service enhancement and simplification of communication with customers, the company WPW Center s.r.o. recommends its customers, who purchase this product, to register their product via the manufacturer's website: [www.waspper.com](http://www.waspper.com). This registration will provide inevitable data for faster processing of your complaints or consulting relevant to purchasing of spare parts and accessories. This registration enables the customer to avoid further procedures, as submitting of the purchase receipt or the warranty certificate.

**1.** The manufacturer - WPW Center s.r.o. - is liable for inherent defects of the product purchased, if such defects become evident within the warranty period. Application of claims for repairs under warranty requires completion and submission of the complaint form via the manufacturer's website: [www.waspper.com](http://www.waspper.com). The product is covered by a full warranty of 24 months for private customers (as defined by the Civil Code) and 12 months for corporate customers (as defined by the Commercial Code). The warranty period commences upon completion and submission of the complaint report via the website in case of simple defects and damages. The commencement of warranty in case of major defects starts upon the product delivery to the manufacturer's address: WPW Center s.r.o, Radlinského 20, 05201 Spišská Nová Ves. Acceptance of complaint will be notified to the customer using the contact details entered in the complaint form.

**2.** The warranty does not cover defects incurred due to: wrong operation; improper handling or use contradictory to the operation manual or instructions and recommendations from the company WPW Center s.r.o; use or storage of goods within inappropriate areas, especially with respect to temperature, dust formation or ambient humidity; exposure to direct sunlight; damage attributable to natural disasters of force majeure. The warranty does not apply to mechanical damages, any damages due to frost or other weather effects. Other exemptions from warranty include damages to the engine due to lack of oil and ingress of any other but operating fluid among internal engine components.

**3.** Particular steps of claims processing will be notified to the customer following assessment of the scope of repair by the claims engineer. Whenever the replacement of a damaged component can be performed by the customer, the latter will receive a relevant spare part only. If the repair by a servicing centre is inevitable, the customer is obliged to mail the damaged device to the manufacturer's address. The device must be complete (including accessories) and packed properly to prevent its damage during transport, it must be free of mechanical damage and contain no operating fluids. If the goods submitted to the servicing centre shows evident signs of damage or excessive wear, the manufacturer reserves the right to reject such consignment without acceptance.

**4.** Claims for repairs under warranty oblige the customer to provide the receipt of purchase (invoice, cash receipt) together with the warranty certificate and written description in support of their claim, including photographic documentation. It is recommended to complete the complaint form via the manufacturer's website to ensure the fastest processing of the claim as possible, if the manufacturer acknowledges such claim as justified, the repaired item will be sent to the customer and the postage/freight will be covered by the manufacturer.

**5.** If the claims engineer finds out the product does not comply qualifications for repair under warranty, the claim will be considered unjustified and the costs of product transport to the customer will be paid by the latter.

**6.** Should the repair period exceed 30 days or if the product is irreparable, the customer will be offered a replacement item.

**7.** Justification of claims will be assessed by the claims engineer at the manufacturer. Justified claims will extend the warranty period by the period taken by the claim processing period. Such action will be confirmed to the customer by means of a document in writing, dispatched together with the product or sent via e-mail. If the product subject to claim contains any discontinued component, the manufacturer will provide the customer with an adequate replacement item with its parameters corresponding with the returned product or even better.

**8.** The customer undertakes to read all the information found on the packaging or in the operation manual; to do so immediately following the product delivery, to acknowledge that preservation of the positive characteristics of the product delivered will be subject to its proper operation and storage. Any disregard to obligations defined herein relieve the company WPW Center s.r.o. from any liability for defects of goods or damages incurred due to breach of this obligation by the customer or any other third party. The customer is obliged to check the intact condition of packaging and product during the purchase and takeover of the consignment from the postman. Any damage to the packaging must be reported to the carrier and recorded immediately. Any damages found only after unpacking of the product must be notified to the distributor within the maximum period of 4 working days. No later claims for product damage can be accepted.