

I. General Terms & Conditions of EPRIN spol. s r.o.

General provision

1. In accordance with the integrated management control, EPRIN spol. s r.o. issues the following General Terms & Conditions, while the Complaints Procedure shall form an integral part. General Terms & Conditions are available for each buyer at EPRIN spol. s r.o., and are made public on the website of the company with the specification of their validity date.
2. These General Terms & Conditions (hereinafter later referred to only as the "GTC") regulate the relationship between the buyer/customer and EPRIN spol. s r.o. (seller/contractor). These GTC shall apply reasonably to any other contractual relations between EPRIN spol. s r.o. and its contractual partners (e.g. suppliers) if the respective contract refers to these GTC. GTC are issued pursuant to art. 1751 sec. 1 of act No. 89/2012 Coll., the Civil Code, as amended (hereinafter later referred to only as the "Civil Code") and shall refer to all the contractual relations, whose participant is EPRIN spol. s r.o. (hereinafter later referred to only as the "Contract"). Therefore, these GTC refer, in particular, to purchase contracts, contracts on work and to any other contracts reasonably, whose subject is the sale of goods or provision of services to EPRIN spol. s r.o. (hereinafter later referred to only as the "Seller") and the customer (hereinafter later referred to only as the "Buyer"). GTC form or shall form an integral part of each such contract, specifying part of their content and they shall be binding for the legal relations of the Seller and the Buyer, pursuant to the contract.
3. The content, validity and binding nature of these GTC shall not be affected by the existence of any potential terms & conditions of the Buyer or any other terms and conditions referred to by the Buyer. The binding nature of such terms and conditions, issued or referred to by the Buyer, shall be excluded unless expressly confirmed otherwise in writing by the statutory body of the Buyer. The contractual parties exclude the application of art. 1751 sec. 2 of the Civil Code as if not stated otherwise according to the previous sentence. Only these GTC shall be always binding for the contract between the Buyer and the Seller.
4. Any potential contractual provisions deviating thereof shall have preference before the GTC provisions.
5. The Seller reserves the right to amend these GTC unilaterally. Such amendment shall be valid for the Buyer from the time when the Buyer is informed about such amendment. However, such amendment of the GTC shall not affect the legal relationship between the Seller and the Buyer, agreed before these GTC comes into force.
6. The Seller is EPRIN spol. s r.o., with its registered seat at Podnikatelská 2956/6, 612 00 Brno, company ID 46343601, registered in the Commercial Registry, held at the Regional Court in Brno, file No. C 5379, focused in particular on the following: automatic identification and marking of products, wholesale, specialized retail sale, polygraphic production, production, installation and repairs of electrical equipment, production, installation and repairs of electrical machines and devices, provision of software, renting and borrowing of movables and consulting in the area of hardware and software.
7. The Buyer is an end user and/or an entrepreneur interested in the products or services of the Seller and for this purpose, he concludes this Purchase contract. At the time of the forming of this relationship, the Seller hands over only his contact details to the Seller, necessary for the trouble-free implementation of the contract, or the detail that he wants to have specified on the documents.
8. The Buyer is aware of the fact that by buying any of the Seller's products, no rights for the use of brands, business names, trademarks, business logos or patents of the Seller are available to him, unless stated otherwise by a special agreement.

II. Safety and protection of information

1. The Buyer gives consent to the Seller for the collection, processing and preservation of the personal data of the Buyer for the purpose of execution of the contract, any arrangements related thereto and for the development of further commercial relationships. The Seller declares that all the provided data by the Buyer are of a confidential nature, will be used only for the specified purpose and not provided to any third person, with the exception of goods transportation (provision of name and

address or any other contact details for the delivery to shipping companies) for solving any issues with subcontractors for equipment and components and with an exception in cases of data provision, when such provision is required by the laws or any public authority.

2. The Seller has the right to make any general information public for the purpose of reference about the sold goods or performed services. In the event that the Buyer is an entrepreneur, the Seller has the right to make the identity of the Buyer public for the purpose of reference.

III. Business hours

The business premises at the registered seat of the company of the Seller are open for customers during business days from 8:00 AM to 4:00 PM or by individual agreement with a responsible person of the Seller.

Prices

1. The prices for goods and services are set by an agreement of both contractual parties, following the price list of the Seller, price offer or information about prices. Any individually agreed price of goods or services between a responsible person of the Seller and the Buyer has priority over the official price in the price list. Prices are specified free of VAT.
2. In the event the Buyer is in delay with payment for any fulfilment according to a contract concluded before and/or in delay with payment for a price or part of the price for any partial fulfilment of such contract, the Seller has the right to:
 - a) halt any provision of further supplies of goods/services, free of any sanctions and consequences set by the law or the contract due to a delay in supplies (contractual fees, liability for damages, etc.), and also to
 - b) request an advance payment for the supply halted or any other supply, while the Buyer shall accept this request, and also to
 - c) claim contractual interests for late payment of 0,1% for the outstanding amount for each day of delay and the Buyer undertakes to pay such interests, and also to
 - d) withdraw from the contract in case of a delay longer than 10 days
 - e) request compensation for damage occurred to the Seller, if the Buyer does not fulfil his obligations.
3. Notifying about the defects and application for claims from defects of the fulfilment (complaint) does not give right to the Buyer to halt the payment for the fulfilment of the Seller. None of the defects shall give rise to any delay in obligation execution by the Buyer to pay any agreed price to the Seller in the full amount.

Ordering, contract conclusion, amendments

1. The Buyer receives the goods or service for the price agreed at the time of the order. In the case of special goods or services that are not standardly in stock, the Seller shall confirm the price to the Buyer and the date of delivery. The Seller may amend this price following agreement with the Buyer with regard to the actual situation on the market and dependent on the exchange rate development of the CZK against other foreign counterparts. Such price amendment must be accepted by both parties in writing (at least in the form of e-mail).
2. Goods or services may be ordered in the following ways:
 - a) By electronic mail to: obchod@eprin.cz, hardware@eprin.cz, spotrebnimaterialy@eprin.cz
 - b) In person
 - c) By mail
 - d) By phone
3. The Seller requires orders in a written form (by e-mail, description) from the Buyer and with the following details:

- a) Business name and registered seat or the name and surname of the Buyer,
- b) Company ID and VAT ID, in case he is registered as a VAT payer,
- c) Code and name of the goods according to the price list or of the received offer,
- d) Unit price,
- e) Manner of takeover and shipping,
- f) Delivery address (place of delivery),
- g) Requested term of delivery,
- h) Description of the person authorized or order goods/services.

4. The contract is concluded by an expressive written acceptance of the order (contract proposal) by the Seller in the following form: "Hereby, we accept your order (contract proposal) and we confirm it in full." In the event that the Seller does not accept the order (contract proposal) in full, he shall state the scope accepted by him. Any different way of reaction to the order (contract proposal) does not mean its acceptance without exceptions. Written form also means an electronic mail (e-mail).

5. In the case of supplies of consumer materials (goods), the Seller reserves the right, with regard to characteristic properties of the production technologies, to deviate from the amount specified by the Buyer to a maximum of -/+ 5% from the total one-time supplied amount of one specific item. The Buyer undertakes to pay the price for the real supplied amount of goods.

6. In the event a change in the terms of delivery occurs on the side of the Seller, or in the scope of execution or any other conditions, the Seller shall notify the Buyer without delay and the contractual parties shall agree on an adequate amendment of the conditions.

7. In the event the Buyer requests the Seller to amend the terms of delivery, scope or any other conditions, the contractual parties shall agree on an adequate amendment of the conditions according to their possibilities.

8. Any amendment of the binding contractual conditions must be agreed by both contractual parties in an expressive and written form (e.g. by e-mail).

Payment terms

1. The purchase price may be paid in the following ways:
 - a) Payment in cash at the time of purchase
 - b) Partial or full payment in advance by bank transfer
 - c) Cash-on-delivery (cash taken over by the transporter from the customer)
 - d) Payment for the invoice with a due date of 10 days from the date of invoice issue, unless any other date of maturity is agreed in the contract.
2. In case of a non-cash payment, the obligation of the Buyer to pay the purchase price to the Seller or the transportation costs or any other financial fulfilment according to this contract is met at the time of crediting the total price, transportation costs or any other payment to the bank account of the Seller, specified in the respective invoice. In the event that the invoice is not handed over together with the goods, it may be sent to the Buyer in an electronic form to the e-mail address provided by the Buyer.
3. The Seller has the right to cede and/or to put into pledge any receivable against the Buyer even without the explicit consent of the Buyer.

Delivery terms

1. The Seller undertakes to fulfil the contract properly in an agreed scope of the subject of the contract. Any fulfilment of the contract by the Seller is dependent on a proper and timely cooperation of the Buyer, including the meeting of the agreed payment terms. In case the obligation of cooperation is not met (in particular any non-payment of advance payment, delayed request for cooperation, etc.),

the delivery period of time is prolonged by each delay of the Buyer plus fourteen calendar days. The delivery time is prolonged also in the event when certain circumstances occur, free of fault of the Seller, which cause the goods/service not to be delivered within a pre-agreed period of time, by the time for which such circumstances last.

2. The Buyer may choose the manner of goods delivery in the order (contract):

a) Takeover in person

Goods may be taken over only by a person that is assigned (authorized) for such takeover by the Buyer (statutory body of the company, head employee). This person must identify themselves sufficiently and prove their identity with an ID card or a valid passport.

b) Transportation company

- The minimum value of the order for transportation within the Czech Republic is set for the amount of CZK 5,000.00, excl. VAT. In the event this condition is not met, this amount is invoiced to the Buyer in addition to the price of the order for transportation according to the price of actually contracted trans. company or by any other transportation company, set by the Seller.

- Periods of time for the handing over the goods to the transport are notified in advance by the Seller (by phone, in writing) and in the case of amendment, the Buyer shall be notified without delay.

- The Buyer shall check the state of delivery immediately at the time of delivery together with the transporter (in particular the number of packages, undamaged strap, any damage to the box) according to the attached delivery note and refuse the handover of any incomplete or damaged delivery. Any incomplete or damaged delivery shall be notified by e-mail to the address obchod@eprin.cz without delay, put down in the defects report with the transporter and sent to the Seller by e-mail. If the handover of the supply is confirmed by the Buyer in the documents of the transporter, no claims shall arise in relation to any complaints for the incompleteness or damage to such delivery.

3. The Seller will meet his liability to supply goods according to the contract by the handover to the Buyer. Such handover of goods to the Buyer means the handover of goods to the Buyer at the premises of the Seller, unless stated otherwise. In the event the goods are transported to the Buyer, handover of goods means handing over the goods to the first transporter.

4. Transportation manner, storage, transportation dispositions: Goods will be packed (prepared for transportation) in a common way for business contacts for the transportation of agreed Goods under Central European weather conditions. Packing beyond this frame shall be paid by the Buyer separately (special packages, containers, etc.).

5. The Buyer shall take over the supplied Goods and confirm them to the Seller in writing, in principle to the person performing the Goods delivery and on a delivery note. Not meeting this obligation shall not affect the Goods handover.

6. In the event there is the need to deliver Goods repeatedly or by any other means than agreed, due to the reasons on the side of the Buyer, the Buyer shall pay the Seller any costs related to the repeated delivery of Goods or any higher costs incurred due to any other delivery means.

7. The consequences of any changes to the deliveries following the request of the Buyer shall be borne by the Buyer, in particular an increase in price, extension of delivery deadline, etc.

8. The Seller shall not be held responsible for any damage or delay in deliveries as well as for any claims arisen thereof due to force majeure – in particular due to unusual weather conditions, unusual traffic situations, strikes, etc., i.e. any conditions whose development could not be efficiently affected by the Seller.

Reservation of title, handling with goods

1. Goods, materials and products that do not form part of the performance of the Seller (hereinafter later referred to only as the "Goods"), remain in the ownership of the Seller **by (until?)** the full payment of the agreed contractual price, unless stated explicitly otherwise in the contract in writing.
2. When handling Goods (including their use), the Buyer shall observe all the safety measures, derived from the generally binding legal rules and from the instructions and information stated on the goods packages or within the Goods documentation, provided by the Seller.
3. The Buyer has the right to manipulate the Goods under the reservation of title only for his own needs. Such Goods may not be resold or put into pledge to any third party.
4. The Buyer may not process, modify or connect the Goods with any other items, whose price is not fully paid.

Legislative requirements

1. In accordance with the legal rules of the Czech Republic, the Seller meets all the requirements related to the environment, in particular he meets the obligations of back takeover of electrical equipment, batteries and accumulators. In the production premises of the Seller, there are collection points established for the Buyer, where it is possible to hand over any disposed electrical equipment, their parts, batteries or accumulators for ecological disposal.
2. The Seller belongs to the collective system for reporting electrical equipment, accumulator batteries and packages.

Warranty terms

The warranty terms for the goods and services are regulated by the Complaints Procedure of the Seller. The warranty period of time for the quality of goods such as hardware or software is 12 months from the day of delivery, while for consumable materials (labels, carbon strap, hot stamping foil, etc.) the warranty period of time is 6 months from the day of delivery, unless stated otherwise. In the event of doubt, the 6-month period shall be considered as valid. Such warranty shall apply only to Goods which are handled according to the recommendations of the manufacturer and the Seller.

Recommended terms for transportation and storage of Goods

- a) Goods are stored in undamaged, original packages
- b) Relative humidity of a common environment (50 +/- 5%)
- c) Storage under temperature (22 °C +/- 2 °C)
- d) Storage outside of reach of any direct sunlight, thermal radiation
- e) Protected from the ground or any other humidity, impurities, weather conditions and mechanical damage
- f) Any substances that could release chemical vapours should not be stored with the products, in particular substances containing softeners or solvents
- g) Sticky labels and carbon straps in rolls should be stored horizontally
- h) The oldest stored products should be used first
- i) Repeated packing of partially consumed products into their original packages

Withdrawal from the contract

1. In the event that the Buyer is in delay with payment of the agreed price (incl. agreed advance payments or instalments) for more than 10 days and/or the Buyer is in delay with the provision of any other cooperation for the performance of the Seller (e.g. in connection to the takeover of the performance of the Seller or by the specification of delivery terms, etc.) and he does not provide this cooperation even in the additional period for time after a written (e-mail) call for action, made by the Seller, the Seller has the right to withdraw from the contract.
2. In the event the Seller withdraws from the contract, the Buyer undertakes to return, at his own costs and risks, all the received performance (Goods) from the Seller in 5 days from the receipt of notification about withdrawal, and he shall pay the Seller any harm caused to him due to the breach of the contract by the Buyer. Such harm means in particular all the costs related to the order of

Goods at the supplier, costs for the transportation of Goods, loss of profit and any other costs incurred in connection to the breach of this contract by the Buyer. The Seller has the right for set-off of his receivable on the basis of the right for compensation of the incurred harm unilaterally against the receivable of the Buyer related to the return of the already paid contractual price.

Final provisions

1. In the event any provision of these GTC is or becomes invalid, ineffective or unenforceable, it shall not affect the validity and enforceability of all the other provisions in these GTC.
2. These GTC shall be valid from 01.12.2017 and shall cancel all the previously agreed provisions and practices. The actual version of the GTC can be found at the website www.eprin.cz.

In Brno, on 01.11.2017

Complaints Regulation of EPRIN spol. s r. o.

I. General provisions

1. This Complaints Regulation was prepared pursuant to the provision of act No. 89/2012 Coll., of the Civil Code (hereinafter later referred to only as the "Civil Code") and relates to the goods bought at the Seller, i.e. at EPRIN spol. s r.o., with its registered seat at Podnikatelská 2956/6, 612 00 Brno, company ID 46343601, registered in the Commercial Registry, held at the Regional Court in Brno, file No. C 5379 (hereinafter later referred to only as the "**Goods**"), where the rights of the Buyer for the liability for defects are claimed and also for the quality guarantee in the warranty period (hereinafter later referred to only as the "**Complaint**"). This Complaints Procedure shall also apply reasonably to the services provided by EPRIN spol. s r. o.
2. Complaints Procedure forms an integral part of the General Terms & Conditions of EPRIN spol. s r. o. (hereinafter later referred to only as the "GTC"). By concluding the purchase contract, the Buyer expresses his consent with these GTC and this Complaints Procedure, confirming that he was made aware thereof properly and undertakes to observe this Complaints Procedure.
3. The Complaints Procedure is available at the registered seat of the Seller and also on website www.eprin.cz, and is therefore known to both of the parties.

II. Liabilities of the Seller

1. Liability of the Seller for Goods defects

The Seller shall be liable to the Buyer for the Goods having no defects at the time of takeover. In particular, the Seller shall be liable for the Goods at the time of the takeover by the Buyer and:

- that the Goods have the properties agreed between the parties and if such agreement is missing, the Goods have such properties the Seller or the manufacturer has described or the Buyer expected with regard to the nature of the Goods and on the basis of the advertisement performed by him,
- such Goods are appropriate for the purpose the Seller specified for its use or for the purpose such Goods are commonly used,

- such Goods correspond to the sample or template by its quality or arrangement if such quality or arrangement was defined by such agreed sample or arrangement,
- that the Goods are in corresponding amount, size or weight and comply with the requirements of the legal rules.

2. Liability of the Seller for the quality warranties of the Goods.

The Seller shall be held responsible to the Buyer for the period of 6, or 12 months as the case may be, and the Goods will be useable for the common purpose and shall maintain their common properties. Duration of the warranty period is agreed in the contract or in the GTC.

3. A delivery note is attached to the Goods and subsequently, the invoice is handed over and sent (by mail or by an electronic mail) and is also considered as the warranty note.

III. Rights from the liability for Goods defects

1. Clear damage of the Goods or the package during delivery shall be solved with the transporter immediately and any discrepancies shall be written down in the takeover report (shipping note). The Buyer is not obliged to take over such Goods from the transporter and shall inform the Seller about the found damage without delay (i.e. no later than the day after). On the day of takeover, the Buyer shall check the Goods properly for damage and the completeness of their accessories.
2. In the event the delivery service or a public transporter is used, the complaints procedure for such damaged product shall observe the complaints procedure of the transporter. Liability for the defects caused in this way may not be applied for at the Seller.
3. In the event the Buyer does not check the Goods when taking them over, he may claim the rights for defects identifiable during such check only if he proves that the Goods had these defects (e.g. missing accessories) already at the time of transfer of the risk for damage on such Goods. Any later complaints for incompleteness of the Goods or any external damage does not disentitle the Buyer from his right for complaint. However, the Seller may prove that there is no contradiction to the purchase agreement and he may claim that the defect was not applied on time.

IV. Rights from the quality warranty for the Goods

1. The warranty period duration is 6 or 12 months according to the GTC, unless stated otherwise (e.g. in a form of note on the invoice, in the warranty note or by any provision in the purchase contract).
2. The warranty period starts on the day of the takeover of Goods by the Buyer. The warranty period is prolonged for the time the Goods were in repair. In the event the Goods are exchanged within the repair, the original warranty period continues.
3. Should the purchased Goods be put into operation by any other entrepreneur than the Seller, the warranty period starts from the day when the Goods were put into operation in case the Buyer ordered the Goods to be put into operation no later than three weeks from the day of taking the Goods over properly and on time and provided necessary assistance for the service to be provided. The date of putting the Goods into operation shall be designated in the document proving the placing of the Goods into operation, received by the Buyer. Therefore, the start of the warranty period is postponed only in the event that all the above mentioned conditions are met. In the event none of these conditions are met, the warranty period starts from the day of takeover of the Goods.

V. Liability of the Seller and complaint from the Buyer

1. The place for Complaint application is the actual registered seat of EPRIN spol. s r.o. according to the Commercial Registry.
2. In the event the Buyer shall send the Goods to the Seller at his own costs and risks by a shipping service, he should pack the Goods that are the subject of the complaint into the appropriate protective packaging material, corresponding to the demanding nature of the transportation to avoid any damage during such transportation. The packing material must be clearly marked with "COMPLAINT". In the case of fragile Goods, the shipment should be marked with the respective symbols. Such shipment must contain Goods under complaint (including full accessories), sale documentation or the contract, warranty note, delivery note, etc., detailed description of the defect under complaint and the correct actual contact data of the Buyer (name, surname, mail address, e-mail address, phone).
3. The Buyer shall prove demonstrably that the Goods were purchased at EPRIN spol. s r.o. An optimal document would be the original of the purchase documentation for the Goods or a properly completed warranty note. Other supportive documentations to claim the rights from the liability for defects are the purchase agreement, contract on work, handover protocol, delivery note, order note, etc.
4. Rights from the liability for defects of the Goods and from the quality guarantee for Goods shall not apply to cases when the defect or damage was caused by any of the following:
 - mechanical damage, wear and tear caused by common use,
 - demonstrably unauthorized interventions into the machine, unqualified repairs and adjustments, disassembly, adjustments to parameters, change of any components without the Seller being aware thereof,
 - if the protective seals were removed or damaged (e.g. lead seals, informative labels, serial numbers) in the event that the Goods are fitted with protective seals,
 - electrical overvoltage (in particular clearly burnt components or printed circuits),
 - by demonstrably improper use,
 - by use which is contradictory to the generally known rules for use,
 - by use which is contradictory to the operation manual or to the instruction specified on the package or warranty note,
 - by use of improper or defective program equipment, improper consumables,
 - damage by a computer virus,
 - by demonstrable use in the conditions that do not correspond to the conditions designed directly by the manufacturer, like temperature, dust, humidity, chemical and mechanical effects, or which are clearly implied from the nature of such item,
 - by a demonstrably unqualified installation, use, manipulation and maintenance,
 - by a demonstrably neglected care for Goods that is contradictory to the technical conditions or the user's manual,
 - in the event the submitted warranty note shows clear signs of changes to data or where there is a different manufacturing number on the Goods than the number specified in the warranty note,

- due to a natural disaster, natural forces (e.g. by thunder, fire or water), nonstandard phenomena (e.g. by an overload in the switchboard or phone network) or by force majeure
5. The liability of the Seller shall not apply to the wear and tear caused by common use to Goods sold for a lower price due to a defect for which such price was agreed, to the used Goods for the defect corresponding to the rate of use or wear and tear the Goods had when it was taken over by the Buyer.
 6. Any defect that occurred due to an unqualified assembly or by any other unqualified putting into operation shall be considered as a defect, if such assembly or putting into operation was agreed in the purchase agreement and executed by the Seller or any other person under the liability of the Seller.
 7. In the event that consumables are the contents of package or the subject of the purchase (e.g. battery, accumulator, printing head, projector lamp), the common lifetime under ordinary use is 6 months, unless stated otherwise. The right of the Buyer to submit a complaint for the Goods shall not be affected thereby. However, the Buyer shall take into account the fact that the warranty shall not apply to the wear and tear of the Goods or to the components caused by a common use and thus it should not be misjudged as the lifetime. For gifts, the Seller provides the Buyer for free under a purchase agreement on any other paid Goods, no warranty shall apply, nor any liability for defects beyond the law. In the event of withdrawal from the purchase agreement, the Buyer shall return the Goods, provided as a gift, to the Seller in the original state.
 8. Following a request from the Buyer, the Seller shall provide written confirmation to the Buyer, related to the obligations arising out of a defective performance within the scope set by the law (warranty note). This warranty note shall contain the name or name of the company, company ID and the registered seat of the Seller. In the event that the nature of such item allows it, a document on the purchase of the Goods, containing the same data as the warranty note, may be used instead of such warranty note.

VI. Rights from the defects of Goods

1. The Buyer has no rights from the defective performance if the Seller notified the Buyer before the Goods were taken over that such Goods had a defect or the Buyer caused such defect.
2. The liability of the Seller shall be related to material defects, functional defects, defects created during the production, assembly or installation of the Goods, performed by the workers of the Seller.
3. In the event that such Goods or service is software, the liability of the Seller shall be related to the errors and defects, which are contradictory to the functionality of the product.
4. In the event of withdrawal from the contract, the Buyer shall return the Goods in full to the Seller, including all the accessories.

VII. Settlement of the complaint

1. In the event of a complaint, the Buyer hands over the Goods clean and in accordance with hygienic legal rules and general hygienic principles, including all of the components and accessories.
2. The Buyer shall hand over the Goods into a complaint procedure as complete. In the event the Buyer does not provide Goods complete and its completeness is necessary for the defect under complaint to be identified and/or removed, the period of time for the complaint to be settled starts from the day when all the missing parts are handed over as well.

3. Complaint of the Goods is settled by the Seller without unnecessary delay, with maximum effort to settle it as soon as possible and to assist to secure functionality of operation, where the product is implemented.
4. When taking over the Goods, the Seller shall not be held responsible for the data and information for the Buyer that is saved on hard disks, memory or any other information carriers, forming part of the Goods taken over during the complaint, nor for any potential loss of such data and information.
5. If the complaint is applied for, the Buyer shall receive written confirmation – complaints protocol or an order note, serving as a document for the complaint settlement. When completing the complaint or order protocol, the Buyer shall specify all the required data, whose completeness and correctness is confirmed by his signature on such complaint or order protocol. In the protocol, there are information for the case of application of the complaint, what would be its content. In the event that the Buyer sent the product to the complaints procedure by a shipping service, he shall receive such protocol by e-mail.
6. Goods handed over for complaint will be tested only for the defect specified by the Buyer in writing. The Seller may invoice the Buyer for the work of a technician if the description of such defect is insufficient.
7. In the event such technician finds that the reason for such problems is not the product under complaint (e.g. the TT printer), but an incorrect operation of the devices, supplied by any third party (e.g. PC, operation system), the works of such technician to ascertain the real condition and to put, potentially, the device into a functional state, will be invoiced to the Buyer.
8. In the event the servicing technician visits the premises of the Buyer, it is necessary to prepare a protocol about the found defects and the form of their removal. Without such protocol, the visit of servicing technician is not taken into consideration.

VIII. Warranty repair and the warranty period

1. In the event that such repair is a warranty repair, then following such eligible complaint the warranty period is prolonged for the period of time the complaint lasted. In the event of an ineligible complaint, the warranty period is not prolonged. If the complaint was settled by exchanging Goods for a new one, the original warranty period continues from the date the complaint is settled. In the event the complaint is settled by exchange, any other potential complaint is considered as the first complaint on the Goods.
2. The period of time the complaint is processed is calculated from the second day after the takeover until the day the complaint is settled (customer is informed), not until the day of takeover of the Goods by the Buyer.

VII. Refusal to accept the Goods for complaint

1. The Seller has the right to refuse Goods into a complaint procedure if such Goods are impure or the accessories are impure.
2. The Seller has the right to refuse Goods into a complaint procedure also in the event that the Goods are not handed over in accordance with the hygienic regulations and general hygienic principles.

VIII. Takeover of Goods from the warranty repair

1. The Seller shall inform the Buyer when the complaint procedure is finished in writing, by phone or by electronic mail (e-mail). In the event the goods are shipped by a shipping service and the Buyer has not specified the takeover manner in the attached description of the defect, the Goods will be sent to the address of the Buyer automatically by the shipping service chosen by the Seller.

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2. After the eligible complaint is accepted as a warranty complaint, the Seller shall pay the costs for the delivery of the Goods to the Buyer. In the event that such complaint is ineligible, the Buyer will be charged a manipulation fee according to the actual price list, while the Goods will be sent to Buyer's address at the Buyer's costs.
 3. The Seller shall issue or send written confirmation to the Buyer, including the date and manner of complain settlement, confirmation about the repair performance and the duration of such complaints procedure or any reasoning for the complaint's refusal.
 4. In the event that the Goods under complaint are not taken over from the warranty repair within 1 month from the day when the warranty repair was settled, the Buyer shall pay the Seller a fee for storage of CZK 100 per each initiated day of delay with the takeover of Goods.
 5. In the event that the Buyer does not take over the Goods even after 6 months from the day the complaint was settled, the Seller has the right to sell this product to any third party in a proper manner for a reasonable price, pursuant to art. 2428 of the Civil Code, at the cost of the Buyer. The profit thereon shall be sent to the Buyer without delay, but the Seller may deduct storage costs and any costs incurred to him for the purpose of the sale of such Goods.
 6. In the event of the handover of Goods after the complaint is settled, the Buyer shall submit a document he received when his Goods were accepted for a complaint procedure or he shall prove his identity.

This Complaints Procedure shall become valid and effective from 01.01.2018 and shall substitute all previous versions. The Seller reserves the right to amend this Complaints Procedure unilaterally without prior notification.

In Brno, on 1.11.2019