



WARRANTY CARD

TOMPLAN Sp. z o.o.
ul. Tomaszowska 50, 97-217 Lubochnia

www.tomplan.pl

TRAILER model.....VIN.....

WARRANTY CONDITIONS

1. The manufacturer guarantees good quality and efficient operation of the product for which this Warranty Card has been issued. The product was operated in accordance with its intended purpose and the User Manual, available via the QR code placed on the drawbar or on the website www.tomplan.pl.
2. The warranty period, calculated from the date of sale of the product to the User, confirmed by the Seller (in accordance with the proof of sale) on the Warranty Card, is:
 - A. for the User (natural person) purchasing the product for private purposes – 24 months ;
 - B. for the User (natural or legal person) purchasing the product for purposes related to professional or business activity - 12 months

Confirmation of the date of purchase for the purposes of this warranty is the invoice received from the Seller.

3. The manufacturer excludes the warranty for physical defects of the trailer if its buyer is an entrepreneur or if it is used in business activity.

The warranty period is extended by the time of repair.

4. Non-compliance with the contract and/or manufacturing defects found in the product, disclosed or arising during the warranty period, will be removed free of charge, by repairing the product, by Authorized Service Stations (ASO) or Factory Service (SZ). In order to remove non-conformities/defects occurring in the product, a complaint and a defective product, together with the Warranty Card and proof of purchase, should be delivered to the nearest ASO or SZ in Lubochnia.
5. The deadline for considering and responding to the complaint is 14 days, counting from the date of its submission, and if it is necessary to conduct tests/expert opinions by a third party - immediately after receiving their results.

Warranty repairs will be carried out on the following dates:

- 14-21 days from the date of acceptance of the complaint (depending on the type and scope of repair) or
- on a mutually agreed date.

6. The manufacturer's warranty excludes :

- A. Parts with a defined and/or highly service-dependent operating life, such as bulbs, fuses and brake shoes, tyres and wheel bearings.
- B. The change in the appearance (colour) of the product elements resulting from naturally occurring processes and/or operation in difficult conditions.
- C. Defects, damage and extraordinary wear resulting from:
 - i) operation of the product contrary to its intended purpose, operating parameters and/or the provisions of the Instruction Manual, e.g.: transporting inappropriate or improperly distributed loads, overloads, excessive braking speeds, driving by an unauthorized driver and/or with reduced ability to drive, failure to perform or improper performance of checks, maintenance and adjustment, operation of the product with defects, etc.;
 - ii) making, by the User or third parties, modifications and structural changes to the product;
 - iii) performing by the User or unauthorized by the guarantor service, repairs of the product and/or use for repair of non-original (from other and unauthorized by the guarantor) or used spare parts.

- D. Damage and defects caused by the User, third parties, action of external forces and factors or accidents.
- E. Maintenance and adjustments listed in the User Manual

The warranty does not exclude, limit or suspend the User's rights resulting from non-compliance of the product with the contract (applies to the User referred to in point 2A or warranty for defects (applies to the User referred to in point 2B). The guarantee is valid only on the territory of the Republic of Poland.

Specification of warranty repairs/adjustments made

Date of acceptance for repair	Warranty extension period (number of days)	Complaint report number and description of repair (operations, replaced parts) or description of regulation	ASO signature and seal
Performance Date			