

**Principles of complaint procedure
at ES SYSTEM K Sp. z o. o.
SAFE HANDS dispenser
applicable within the European Union**

This document settles the rules for warranty conditions related to specific parts used in SAFE HANDS dispenser supplied by ES SYSTEM K Sp. z o. o., rules for verification of completeness and quality of orders by the Recipient.

Warranty

1. This warranty shall be issued by ES SYSTEM K Sp. z o. o., with its registered seat at Wrzosowa 10, 32-340 Wolbrom, Poland, hereinafter referred to as the Manufacturer.
2. The warranty shall be issued for 12 months as of the date of issue of the sales document, and in the case of purchase of the SAFE HANDS dispenser from the distributor - no longer than within 13 months from the date of purchase of the device by the distributor from the Manufacturer.
3. The warranty includes exclusively SAFE HANDS dispenser supplied by ES SYSTEM K Sp. z o. o., transported, stored, and used in compliance with guidelines specified in the user's manuals and technical specifications (operation and maintenance manual), as well as other guidelines provided by the Manufacturer.
4. Failure to comply with the guidelines specified in this document shall result in rejection of complaints by the Manufacturer.
5. Specifically, failure to comply with the terms and conditions of use, which are enclosed to the technical specification, shall result in rejection of complaints by the Manufacturer.
6. The Manufacturer reserves the right for non-reimbursement the repairs that have been ordered or made by the Recipient without consent from the Manufacturer. Such consent shall be compiled in a written form or e-mail.
7. All arrangements related to the complaint procedure that diverge from the foregoing terms and conditions shall be null and void unless made in writing.
8. The warranty includes all parts of the SAFE HANDS dispenser that are in case the defects lie in the parts themselves. This warranty excludes the rights other than those fully expressed in this document. Specifically this warranty excludes:
 - Entitlement to request for replacement of the entire SAFE HANDS dispenser for one free from defects,
 - Entitlement to withdraw from a purchase agreement,
 - Coverage of costs related to assembly or disassembly of a defective part, re-construction of the SAFE HANDS dispenser, or potential defects resulting from limited activities (malfunction) or technical breakdown.
9. The warranty does not cover operational damage, i.e. components subject to natural wear, such as fluid container and pump.
10. The Recipient shall report complaint for a specific part in a written form or by e-mail to serwis@essystemk.pl Such report shall include: name of the specific part, its photograph including a photograph of its nameplate (if applicable), date of failure, description of defect, serial number of the equipment in which such part was installed and exact address and name of facility where the equipment is located.
11. The Manufacturer shall be obliged, as quick as possible as of the date of warranty claim, to make the replacement parts available in the Manufacturer's warehouse in order to be collected by the Recipient or send such parts to the given address at the Recipient's expense including information related to the value of such part (i.e. making available / shipping of new parts shall be carried out prior to complaint investigation). In specific cases, the Manufacturer may refrain from making new parts available / sending them until investigation has been completed. The Recipient is informed about the availability of the parts for replacement, and then it shall inform the Manufacturer about the transport type (indicating the registration number of the vehicle).
12. The Recipient shall be obliged, at his own expense, to effectively deliver the defective part to the Manufacturer within 28 days as of the date of the part to the address indicated or making it available for replacement. Should the Recipient fail to send back such defected part within the time limit, as referred to in the previous sentence, and the Manufacturer sent or made such part available for replacement in accordance with section 11, then the Manufacturer shall be entitled to encumber the Recipient with expenses for shipping such part. The parts in question should be sent to the Manufacturer in a condition enabling damage analysis and the Recipient is liable for all and any mechanical damage to the part. The parts the return of which was not requested by the Manufacturer shall be disposed of by the Recipient.
13. In case of return of the part being the object of complaint, the Manufacturer shall carry out an assessment of the claimed part in order to determine if such defect results from defects in the material of such part. The Manufacturer reserves the right to

resend such defective part for expert analysis to the original equipment manufacturer. When expert analysis – completed by the Manufacturer or manufacturer of a given part – confirms that such defect is not resulting from the defects in material of such part (specifically if the expertise analysis proves that the defect results from the user's fault and the warranty claim is rejected) then the Manufacturer reserves the right to burden the Recipient with expenses for claim investigation (i.e. cost of a new replacement part + cost related to expert analysis).

14. Costs for disassembly of claimed part as well as assembly of a new part shall be borne by the Recipient.
15. Investigation of complaint shall be carried out within 30 days as of receipt of the part to be replaced by the Manufacturer (as per rules determined in section 12). The Manufacturer reserves the right to prolong such time limit when it is necessary to send defective part to the manufacturer of such part.

Completeness of orders and proper operation of SAFE HANDS dispenser

16. At the moment of actual receipt of the SAFE HANDS dispenser the Recipient (or a person acting on the Recipient's behalf) shall be obliged to check the goods in terms of type and quantity. If, at the time of receipt of the goods, the Recipient finds any quantitative or qualitative variance between delivered goods and the goods specified in the shipping list or, the Recipient finds damage to the goods then the Recipient shall enter reservations into the delivery record sheet (i.e. WZ document [stock issue confirmation - CI] or a shipping document). In case of no reservations the delivery shall be deemed complete in terms of its quantity and quality.
17. If qualitative defects of SAFE HANDS dispenser could not have been discerned, due to such defects' nature, at the moment of receipt, then the Recipient shall report such defects via e-mail to serwis@essystemk.pl or in writing within 7 days as of real actual receipt of the SAFE HANDS dispenser. Upon expiration of the time limit specified in the previous sentence the delivery shall be deemed non-defective.
18. Upon expiration of the time limits indicated in sections 16 and 17 the orders shall be deemed completed and the SAFE HANDS dispenser shall be deemed operational.
19. The Manufacturer shall verify the reservations, which have been reported, in relation to completeness of shipment and operability (quality) on the basis of its own quality control documentation. The Manufacturer shall be entitled to non-recognition of a claim from the Recipient when the quality control documentation proves that the SAFE HANDS dispenser was sent as complete and operational.
20. If shipped order was incomplete by fault of the Manufacturer, the Manufacturer shall send missing parts any time soon to the Recipient or via the type of transport of its choice, at its own expense.

Other issues

21. This document shall be applicable within the European Union area. Specifically, this warranty shall be applicable to the European Union countries.
22. All matters not settled herein should be governed by the provisions of the Polish law. All disputes arising in connection with application of provisions of this document shall be settled by Polish court having jurisdiction over the Manufacturer's seat.
23. Principles of complaint procedure apply to sales carried out from July 1, 2021.