

GUARANTEE PERIOD AND CLAIMS

1. OEZ s.r.o. (hereinafter only "OEZ") provides guarantee for the goods delivered under the OEZ designation (hereinafter only the "Goods") for 24 months from the date of takeover of the Goods by the purchaser.
 2. The guarantee covers only those Goods that have been properly mounted and operated in compliance with the mounting and operation instructions. The guarantee does not cover damage incurred in the following cases:
 - during transportation;
 - improper storage;
 - improper connection of the Goods that is in contradiction with the mounting and operation instructions;
 - selection of incorrect product values (overloading, other effects of electric values, etc.);
 - mechanical damage caused by rough and incompetent handling.
 3. All claims of the Goods must be in writing and must contain:
 - type of the Goods under claim;
 - number of faulty parts;
 - invoice number, delivery note number;
 - description of defects;
 - requirements or proposal for a solution.
 4. The claim is deemed effected as of the date when a written claim notification has been delivered to OEZ.
 5. The Purchaser is obliged to deliver to OEZ, at OEZ's request, the Goods under claim so that OEZ can consider the claim justifiability and ascertain the real cause of the defect.
 6. OEZ is obliged to notify the Purchaser of its opinion on the claim.
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