



WARRANTY CERTIFICATE

Type of product:

Serial number:

Warranty period:

Date of sale:

Sold by: (company name, stamp, salesperson's legible signature):

Confirmation of installation: (company name, stamp, technician's legible signature)

Delivery date: (day, month, year)

Stamp and signature:

Fields framed in black will be completed by the manufacturer.
The product warranty is governed by the warranty terms and conditions set forth below.

Customer Care
HOT LINE: 900 300 300
EMAIL: customercare@2n.cz

www.2n.cz

WARRANTY TERMS AND CONDITIONS

This warranty certificate, which also serves as a warranty document, sets forth the terms and conditions and scope of the warranty, the method for making claims as well as rights arising thereof.

I. SCOPE OF THE WARRANTY

1) This warranty applies to defects in material or workmanship that appear during the warranty period. A condition for the recognition of claims under this warranty is the installation by an authorised service or installation company for products requiring such installation by their nature.

2) Warranty Period

36 months for a selected range of 2N TELEKOMUNIKACE a.s. products, on compliance with set conditions,
24 months for all other goods.

3) Commencement of Warranty Period

The warranty period commences on the day of installation by an authorised service or installation company, with the end-user's due and prompt cooperation, based on his/her order within 3 weeks of taking receipt of the goods, or from the day goods were received.

4) Limitations and Exclusions from Warranty

The warranty does not cover:

- damage caused by fire, water, static electricity, surges in power lines or the public telephone network, accident, wear and mechanical damage or incorrect handling of the product,
- use of the product for a purpose other than for which the product was intended and which is specified in the enclosed instructions for use,
- damage caused by unqualified installation, modification or use in an incorrect manner inconsistent with the instructions for use, technical standards or safety regulations applicable in the Czech Republic,
- damage of the product during transport due to the incorrect handling or treatment of the product contrary to the instructions for use, technical standards or safety regulations applicable in the Czech Republic,
- cleaning and regular maintenance,
- defects resulting from the use of other than original consumable materials,
- discharged batteries, reduced battery capacity due to wear or electrolyte leakage,
- defects resulting from the use of this product in a dusty, dirty or smoke-filled environment.

Similarly, the warranty does not apply in the following situations, which cannot be considered to contravene the sales agreement in the sense of Section 616 (3) of the Civil Code:

- wear of the product and its parts through everyday use (discharged battery, reduced battery capacity, wear of mechanical or display components, wear of supply cables, headphones, etc.)
- inconsistency due to the use of the product in other than the usual manner,
- product parameters that are not specified in the instructions or any other commercial technical documentation or binding technical standards,
- alleged defects that the end-user is unable to reliably demonstrate or document in another manner to the retailer or authorised service company,
- claims for product parameters or features mentioned in product catalogues and promotional leaflets, which explicitly reserve the right to change parameters that can change product performance in a negligible manner,
- printing errors and inaccuracies in product catalogues and promotional leaflets.

II. CLAIMS UNDER THE WARRANTY

1) The buyer can submit a claim under the warranty at the retail store where he/she purchased the product. Defects must be claimed as soon as they are discovered.
The retailer is not liable for damage to a product or any further defects resulting from the continuing use of a product where the buyer has discovered a defect(s).

2) The buyer must duly present this warranty certificate to make a claim. The warranty certificate must include the following details:

a/ the name and address of the retail company and signature of the company's representative

b/ type of product

c/ serial number

d/ warranty period (in words)

e/ the date of sale to the end-user (month in words)

f/ for products requiring installation by an authorised service or installation company according to their nature, the confirmation of the expert installation and the name and address of the specialised company and date the installation was ordered (month in words) is also required.

The warranty certificate must be duly and legibly completed in an inerasable manner, with no rewritten or crossed out data.