

## Complaint terms and conditions

1. Complaints should be submitted in writing and sent/delivered (fax, registered letter, in person) to the address of the Seller. In all cases, you should send a correctly completed complaint form together with photo or video documentation. Complaints sent electronically should be sent to the email address of your Sales Representative or to [tis@tis.com.pl](mailto:tis@tis.com.pl) . Only a correctly completed form will be accepted for further complaint assessment.
2. Complaints cover only defects resulting from causes inherent in the purchased goods, provided that the Customer complies with the correct rules of assembly, use and storage of the goods. If the Customer notices damage to the goods during delivery of the goods, we request a report to be prepared with the courier and then provided to the Customer Assistant.
3. The Seller undertakes to consider complaints within 30 business days from the date of their submission and to inform the Customer about the result of considering their complaint.
4. To submit a complaint, the product must be delivered to the seller in its original packaging, accompanied by a correctly completed complaint form. The product should be adequately protected against damage during transportation (products damaged during shipping will not be eligible for repair or warranty). The customer is responsible for the shipping costs. An exception applies to products that were delivered by the seller damaged or defective, and the customer reported this within 14 days of receiving the product. If there's no written damage report from the courier, the customer is responsible for the return shipping costs. A new, repaired, or exchanged product will be sent to the customer at TIS's expense.
5. The right to lodge a complaint is valid up to 2 years from the purchase of the goods.
6. Failure to comply with the above terms and conditions will result in the rejection of the complaint.