

77 Warszawa - Wesola

**Serwis Centralny:** Zakręć, ul. Trakt Brzeski 89, 05-

73-62-29

tel: (22) 773-62-10, fax: (22)

**WARRANTY CARD NO: /2021**

The name of the hardware	MAC address of the device from the label	Release date from NTT System Stamp and signature	System Stamp and signature

Date of sale	Invoice no	Signature and stamp

**TERMS OF WARRANTY**

1. Pursuant to the provisions of the law contained in the Civil Law, NTT System S.A. hereby grants the Buyer a quality guarantee for the proper operation of the purchased equipment, described in detail in the contract.
2. This warranty applies to products purchased from NTT System S.A.  
 The warranty period for individual products is specified in the Warranty Card and starts from the date of sale of the equipment.
3. NTT System S.A. Central Service, 05-077 Warszawa - Wesola, Zakręć, ul. Trakt Brzeski 89, (22) 773-62-10, fax: (22) 773-62-29 (handling only complaints delivered by post or forwarding in accordance with point 6 of these terms. NTT System SA Central Service does not handle complaints delivered in person ), hereinafter referred to as the SERVICE,
4. In order to exercise the rights resulting from the warranty, the Buyer should, at his own cost and risk, deliver the equipment covered by the warranty to the Service Center in a protective packaging together with a warranty card.
5. The condition for accepting the complaint during the warranty period is delivery of the equipment to the service in a complete state (i.e. with original software, in an undamaged housing), with a duly completed warranty card (i.e. containing: date of sale, device MAC number, Installer's company seal, signature of the issuer warranty and customer's signature), supported by a proof of purchase (invoice, bill or receipt) and an attached detailed description of the problem.
6. Defects revealed during the warranty period, preventing the operation of the equipment in accordance with its intended use, will be removed free of charge as soon as possible, not exceeding 21 working days from the date of delivery of the equipment to the Service Center. In justified cases, this period may be extended.
7. Under the granted warranty, the Guarantor undertakes to repair defective equipment, that is to:
  - removal of defects resulting from causes inherent in the equipment,
  - replacement of defective equipment with one free from defects (with identical or better technical parameters), if the repair is not possible or if, in the opinion of the Guarantor, the repair will require higher costs than replacing the damaged equipment with one that is free from defects,
  - reimbursement of the amount paid for the equipment if, in the opinion of the Guarantor, repair or replacement will not be possible
8. All damaged components / parts replaced during repair become the property of the service.
9. In the event of an unjustified complaint, NTT may charge the Buyer with service costs (expertise, tests, materials, transport).
10. Any changes to the content of the Warranty Card are valid only if they are made and confirmed by the NTT.

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11. The Purchaser should, at his own expense, carry out appropriate inspections, maintenance and cleaning of the equipment specified in the Agreement.
12. Due to the granted warranty, the Guarantor is not responsible for the loss of expected benefits and costs incurred resulting from the use or inability to use the purchased equipment.
13. The warranty covers only defects in the equipment. The warranty does not cover damage or malfunction of the equipment resulting from:
  - mechanical damage and defects caused by them,
  - damage caused by improper assembly performed by the Buyer,
  - damage resulting from failure to comply with the common rules of operation and maintenance of electronic equipment and any other damage caused by the fault or ignorance of the Purchaser or the use of non-original consumables.
  - damage caused directly or indirectly by external events, such as: flood, fire, power or teletechnical overvoltage, lightning strike, etc.
  - damage caused by the operation of software such as: non-original software, computer viruses, tracking programs, dialers, Trojan horses, etc.
14. The warranty does not cover problems of cooperation between the purchased equipment and third-party devices and software.
15. NTT System S.A. is not responsible for data loss and other damages resulting from the failure of the purchased equipment. The buyer loses the warranty rights in the event of:
  - breach of warranty seals or stickers, as well as breach or obliteration of labels containing codes and serial numbers,
  - finding damages resulting from the situations described in point 16,
  - any attempts to repair and alterations made by unauthorized persons or companies,
  - installation inconsistent with the instructions,
16. When returning the equipment, the Buyer bears the cost of repairing or replacing the damaged equipment when the damage is found due to reasons for which the Guarantor is not responsible.
17. The Buyer has to inform the Seller or the Service Center about any defects and faults in the equipment within 14 days from the date of the failure.
18. This warranty does not in any way limit, suspend or exclude the Buyer's rights against the Seller due to contractual and statutory claims.
19. In all matters not regulated above, the provisions of the Civil Law shall apply.