

General Terms and Conditions for Complaints

1. Definitions

- "Seller" refers to Positeq Sp. z o.o.
- "Buyer" refers to the business entity purchasing goods from the Seller.

2. Submitting Complaints

- Complaints must be submitted via email and include:
 - Order number
 - Description of the issue
 - Photos
 - Product code and quantity

3. Complaint Deadlines

- Complaints regarding physical damage to products incurred during transport must be submitted within 5 business days of receipt of delivery.
- Complaints regarding the functionality of the product or its damage during proper use should be reported electronically within 12 months from the date of purchase of the goods.

4. Processing Complaints

- The Seller will respond to complaints within 14 days of receipt.
- Complaints are subject to review by the Seller's suppliers or manufacturers. The resolution will be based on their findings.

5. Remedies

- For valid complaints, the Seller may issue a correction invoice or provide a replacement, depending on the Buyer's preference and the supplier/manufacturer's decision.
- Seller is not liable for any damage resulting from improper use of the products and also for damage resulting from mechanical damage or exceeding the technical parameters of the products.

6. Shipping Costs

- The Buyer bears the shipping costs for returning goods under complaint to the Seller.

7. Applicable Law

- The law applicable to these terms and agreements between the parties is exclusively Polish law. In matters not regulated by the provisions of these terms and conditions, the provisions of the Civil Code shall apply accordingly.

8. These Terms and Conditions for Complaints are effective from 05.12.2024.