

**Complaints Policy and Procedure Bel Stewart s.r.o.
(hereinafter „Supplier“)**

1. The Complaints Policy and Procedure applies to all types of goods supplied by the Supplier.
2. Each complaint must be accompanied by a fully completed Complaint Protocol (RMA) and a copy of the delivery note on which the claimed goods are stated. The complaint protocol must contain a detailed description of the defect. The RMA form is available for download at www.belstewart.cz
3. Warranty Claim
 - 3.1. The Customer shall send the defective goods to the address or hand over the address to the Supplier together with the Complaint Protocol (RMA) and a copy of the delivery note. The Supplier shall confirm the acceptance of the claim by confirming the Claim Protocol and shall provide the Customer with a confirmed copy. The original remains with the Supplier. The complaint cannot be resolved without presenting the defective goods and a duly completed Claim Report and a copy of the delivery note.
 - 3.2. The Customer shall send the completed Complaint Protocol together with a copy of the delivery note via e-mail. The Supplier shall acknowledge receipt of the claim in writing.
 - 3.3. The costs of transport to the Supplier shall be borne by the Customer, the Supplier shall pay the transport for the justified warranty claim. Claimed goods sent at the expense of the Supplier will not be accepted for complaint proceedings and will be returned without prior notice to the sender.
4. Complaints about goods out of warranty - post-warranty repairs will be made based on a written order
 - 4.1 The Customer shall send to the address or hand over to the Supplier defective goods clearly marked "COMPLAINTS". In principle, customer sends or passes the defective goods, including the original Order, with a pre-agreed price and completed Claim Report. The Contractor shall confirm the acceptance of the claim by confirming the Claim Protocol and shall provide the Customer with a confirmed copy. The original remains with the Supplier. Without these terms, the claim will not be accepted or accepted into the complaint process and the goods will be returned to the Customer's expense!
 - 4.2. The Customer shall send the completed Complaint Protocol together with a copy of the delivery note via e-mail. The Supplier shall acknowledge receipt of the claim in writing.
 - 4.3. The cost of transport to the Supplier and the Supplier shall be borne by the Customer and the order shall state the shipping instructions. Claimed goods sent at the expense of the Supplier will not be accepted for complaint proceedings and will be returned without prior notice to the sender.
 - 4.4. To secure a claim - repair price - the Supplier has the right to withhold the goods until the full amount of the repair price has been paid.
5. **When sending complaints, the Customer shall use one of the shipping companies. Mail or Express shipping cannot be used. The Customer may order from the Supplier transport in the price according to its valid price list.**
6. Goods must be delivered complete and preferably in original packaging. The Customer is obliged to pack the claimed goods in such a way that transport damage cannot occur.
7. Eligible claims fulfilling the above conditions will be settled without delay according to the nature of the matter, but no later than 30 days. The 30-day period for settling the complaint begins on the day following the claim by the Buyer. In no case can the claim be settled immediately.
8. If we find defects caused by the Customer's incompetence or negligence, we charge extra work of the technician. Upon agreement with the Contractor, testing of the claimed goods can be commenced against payment of the work of a technician in cash. The rate for each commenced hour of technician's work is specified in the Supplier's valid price list.)
9. Complaints, warranty and post-warranty repairs are only applied at the Supplier's workplace at Bel Stewart s.r.o., Postoloprtská 2675, Louny, 440 10, Czech Republic. If the claimed goods are not physically handed over together with the claim, it is considered that the claim is devoid of purpose unless the goods are delivered immediately in the manner agreed with the Supplier.
10. The contact person for sending the Complaint Protocol is Ivana.Lackova@belf.com and Radek.Pilar@belf.com
11. The Supplier reserves the right to offer goods with a warranty longer than 1 year within the scope of a complaint procedure after 1 year from the date of sale to the Customer for replacement of comparable or better parameters.

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12. The warranty does not cover the following cases
 - 11.1. (Defects caused by poor handling, possibly by external mechanical damage or goods disproportionately contaminated.
 - 11.2. Defects caused using goods in the environment and under conditions other than those recommended by the manufacturer and supplier.
 - 11.3. Defects caused by improper modification of the goods, including unauthorized user interventions.
 - 11.4. Defects caused by incorrect application of warranty or defects caused by transportation between Customer and Supplier.
 - 11.5. Other defects associated with natural disasters or other external influences such as electrical surges, magnetic fields, etc.
12. If the Customer claims warranty repair and the goods are found to be functional, the Customer undertakes to pay the Contractor reasonable costs associated with diagnostics and administration.

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