

Claims Procedure

1. General

This Claims Procedure is an integral part of the Commercial Terms and Conditions of IQRF Solutions s.r.o., Company ID No. 45786461, seated at Průmyslová 1275, Valdické Předměstí, Jičín, CZ as the vendor and regulates the extent, terms and conditions and method claims are dealt with.

The purchaser may be a consumer or entrepreneur. The purchaser is required to be familiar with the Claims Procedure and the Commercial Terms and Conditions before ordering goods. By concluding a purchase contract and receiving goods from the vendor, the purchaser is considered to be familiar with this Claims Procedure and agrees to it.

If a specific term is not defined in this Procedure, and is not defined in the Commercial Terms and Conditions either, it is understood in the sense of laws in force in the Czech Republic.

2. Warranty period and method for dealing with claims

The vendor provides the purchaser with a warranty for the quality of the goods supplied to the extent of the warranty stated either through expiry, on the delivery note or in the goods' technical documentation, and in accordance with the terms and conditions given by generally applicable legislation unless otherwise stated regarding this issue within the purchase contract.

If the warranty period is not stated and unless general legislation states otherwise, the warranty period is 6 calendar months. Claims for goods faults within the warranty period are dealt with by the purchaser in written form and only through the RMA Form. Claims should be made at the vendor's premises (IQRF Solutions s.r.o., Průmyslová 1275, Valdické Předměstí, 506 01 Jičín, Czech Republic). The vendor's obligation to remove faults in goods within the warranty period is also given by legislation in force. In this regard, the vendor is obliged to make maximum effort to remove them in the shortest possible time and in accordance with the best specialist and technical options available to it.

When purchasing goods through the E-shop, the purchaser-consumer has the right, in accordance with § 1829 of the Civil Code, to withdraw from the contract within 14 days of performance being taken over without giving a reason. However, there are a number of conditions which must be met for this, and these include that the goods must be:

- undamaged,
- in their original package (if the goods are contained in a special package),
- with the full set of accessories they were supplied with,
- unopened if they were contained in a special package,
- with all documents they were sent with (warranty certificate, manuals, ...),
- returned within the period stated by law, or as extended by the trader.

The vendor is obliged to return the purchaser the sum paid at the latest within 14 days of withdrawal from the contract.

The purchaser is required to make a claim for defects caused during transport with the carrier. The vendor recommends not accepting visibly damaged parcels, or to immediately make a claim for damage upon receipt of the goods (in accordance with carrier terms and conditions).

Claims must be made using a filled-in claims protocol form (RMA form), which must contain a description of the fault. This claims protocol can be filled in on-line (<http://www.iqrf.shop/rma/>) or downloaded at the vendor's website, www.iqrf.shop. The purchaser can send back the returned goods by post or deliver them in person to the company's office. Detailed instructions are described in Complaints Handling Procedure document.

If the claim is accepted, either the faulty parts will be replaced by functioning parts within the legal deadline of 30 days, or a credit note will be issued.

If there is a delay with payment, any claims will be dealt with once the goods supplied have been fully paid for. The goods remain the property of IQRF Solutions s.r.o. until they have been completely paid for.

IQRF Solutions s.r.o. is not liable for consequential damage caused by faulty goods.