

## WARRANTY CARD

Name and address of the business concluding the contract with the consumer: .....

Name of the product: .....

Product type: -.....

Product serial number: .....

Name and address of manufacturer:

**CleanOpt Kft., 1143 Budapest, Ilka utca 48.**

Date of purchase / delivery of the product to the consumer: .....

P.o.S.

### TO BE COMPLETED IN CASE OF REPAIR!

Date of notification of warranty claim: .....

Date of receipt for repair: .....

Cause of error: .....

How to fix it: .....

Date of return of the product to the consumer:

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## INFORMATION ON WARRANTY RIGHTS

Under the Government Decree on Compulsory Warranty for Certain Durable Goods (151/2003. (IX. 22.)), the company (seller) must provide a warranty for the new products listed in the annex to the Government Decree.

The warranty period begins with the delivery of the consumer product to the consumer or, if the commissioning is carried out by the business or its agent, begins on the day of commissioning. If the consumer puts the consumer goods into service more than six months after delivery, the starting date of the warranty period is the day of delivery of the consumer goods.

Warranty period:

- One year for sales prices up to HUF 10,000 but not exceeding HUF 100,000,
- Two years in the case of a sale price exceeding HUF 100,001 but not exceeding HUF 250,000
- Three years over the sale price of HUF 250,001.

The defect is not covered by the warranty if the cause occurred after the delivery of the product to the consumer, for example, if the fault was caused by:

- improper installation (unless the installation was carried out by the company or its agent or if the improper installation is due to an error in the operating instructions),
- improper use, non-observance of the instructions for use,
- improper storage, improper handling, damage,
- elemental damage, natural disaster.

Please keep the QR codes on the product intact, as it will assist in the subsequent process of repair or replacement in the event of a fault.

In the event of a defect covered by the warranty, the consumer:

- in particular – according to choice- , it may require repair or replacement, unless it is impossible to meet the warranty claim of its choice or if it would impose a disproportionate additional cost on the undertaking compared with the fulfillment of the other warranty claim, taking into account the value of the service in good condition, the gravity of the breach of contract and the damage caused to the consumer by the fulfillment of the warranty claim.
- if the business has not undertaken the repair or replacement, it is unable to fulfill the obligation in the best interests of the consumer within a period appropriate to that obligation, or if the consumer's interest in the repair or replacement has ceased, the consumer – according to choice - may request a pro rata reduction of the purchase price, correct the defect at the business's expense or have it repaired by another, or withdraw from the contract. There is no possibility for withdrawal due to a minor error.



The consumer can switch from one right of choice to another. The consumer shall pay the cost of the conversion to the undertaking, unless the undertaking has given a reason for the conversion, or the conversion was otherwise justified. If the consumer claims a replacement within three working days of purchase (installation) due to a product defect, the company may not invoke a disproportionate additional cost but is obliged to replace the product, provided that the defect prevents proper use.

The repair or replacement - depending on the characteristics of the product and the intended use of the consumer- must be carried out within a reasonable time, in the interests of the consumer. The company must endeavor to carry out the repair or replacement within a maximum of fifteen days.

During the repair, only new parts may be installed in the product.

The warranty does not affect the consumer's statutory rights (thus, in particular, rights of supplies and product warranties and indemnities). In the event of a consumer dispute, the consumer may also initiate the proceedings of a conciliation body operating alongside the county (capital) chambers of commerce and industry.

The costs of fulfilling the warranty obligation are borne by the company. Products with a fixed connection or heavier than 10 kg or which cannot be transported as a manual package on public transport - with the exception of vehicles - must be repaired at the place of operation. If repairs cannot be carried out at the place of operation, the distributor will take care of the removal and installation as well as the transport and return.

The warranty period does not include the part of the repair time during which the consumer cannot use the product as intended. If the product is repaired, the warranty period will be extended from the date of delivery for repair to the time during which the consumer was not able to use the consumer product as intended due to the defect.

The warranty claim can be enforced with the warranty card, which cannot be made a condition for the return of the opened packaging of the product by the consumer.

In the event of failure to make a guarantee ticket available to the consumer, the conclusion of the contract shall be deemed to have been proved if the consumer proves the proof of payment of the consideration (an invoice or receipt issued under the Value Added Tax Act). In this case, the rights arising from the warranty can be enforced by proof of payment of the consideration. If, during the first repair of a consumer product during the specified warranty period, it is established by the company that the product cannot be repaired, the company shall replace the consumer product within eight days, unless otherwise provided by the consumer.

If it is not possible to exchange the consumer goods, the business is obliged to reimburse the purchase price indicated by the consumer on the receipt - on an invoice or receipt issued under the VAT Act - certifying the payment for the consumer goods within eight days.

If, after the specified warranty period, the product becomes defective again after three repairs - unless otherwise provided by the consumer - and if, under the paragraph 6:159. § (2) point b. of Act V. of 2013. on the Civil Code, the consumer does not request a proportionate reduction in the purchase price, and the consumer does not wish to have the consumer product repaired or otherwise repaired at the expense of the business, the business must replace the consumer goods within eight days.

If it is not possible to replace the consumer goods, the business is obliged to refund the purchase price indicated by the consumer on the receipt - on an invoice or receipt issued under the Value Added Tax Act - certifying the payment for the consumer goods within eight days.

The consumer can enforce his claim for repair directly at the company's headquarters, any premises or branches of his choice..

If the product is not repaired within 30 days of the communication of the repair request to the undertaking - unless otherwise provided by the consumer - , the undertaking shall replace the consumer article within eight days of the expiry of the thirty-day period.

If it is not possible to replace the consumer product, the business shall reimburse the consumer for the purchase price indicated on the proof of payment for the product - on an invoice or receipt issued under the Value Added Tax Act - within eight days of the unsuccessful expiry of the 30-day repair period.

The consumer can also apply directly to the following repair service:

**Name: CleanOpt Kft.**

**Address: 1143 Budapest, Ilka utca 48.**

**Telephone number: +36 30 204 5895**

**E-mail address: [info@cllop.hu](mailto:info@cllop.hu)**

When filing a quality complaint - with the content specified therein - , the business is obliged to draw up a report in accordance with the Regulation 4. § of 19/2014. (IV. 29.) NGM on the Rules of Procedure for the handling of warranty and guarantee claims for items sold under a contract between a consumer and a business and to provide a copy to the consumer without delay and in a verifiable manner.

Upon receipt of the product or repair service of the product, the company or the repair service is obliged to hand over a certificate according to § 6 of the NGM Decree.

