

WARRANTY CERTIFICATE WoW - UHU home appliance

1. In case of failure of the device itself, display, software, parts of the device and/or external antennas/applicators, holders, cables and in any sense caused by the production and/or transport of the seller/transporter, the warranty period is 2 (two) years from the day of downloading the full package of the Apparatus. In this warranty period and under the conditions from point 1 of this Warranty, the seller has to replace/repair the defective part for the benefit of the buyer at his own expense.

The warranty of 2 (two) years in full force is valid EXCEPT IN THE CASE of external physical damage and therefore probable damage to internal electronic parts, i.e. failures caused by intentional or unintentional careless handling by the customer (damage and breakage of the housing, tearing of cables, connectors, cracking printed circuit boards, broken touch screens, etc.), which is jointly determined by photos before sending the device or part of the device to the service center, as well as photos during the control inspection in the service center. In this case, the conditions of use from point 3 of this Guarantee apply. The buyer must first send an official complaint request to the seller, with photos and an explanation (phone call, letter, e-mail, SMS, pictures...) within the prescribed warranty period from point 1 of this Warranty.

2. CONDITIONS FOR RESPECTING THE WARRANTY DUE TO NEGLIGENT AND CARELESS USE - Never turn on the device, antennas, holders, cables, rectifier (hereinafter referred to as the Device) immediately upon arrival. Always allow to reach room temperature. Never plug the device into old, unsafe and ungrounded sockets in extension cables or in the wall. Never expose the device to temperatures below 4 degrees C and above 40 degrees C (39 F - 104 F). Do not expose the device to open heat at high temperatures (strong sun, near a fire or a stronger heating element). Do not turn on the device. Do not twist the cables unnecessarily, do not break them, do not cut or tear the connectors (when pulling out the cables from the device/antenna/holder, hold them only by the rubberized parts of the connectors, never by the cables). The same goes for the rectifier! Do not expose the device to extreme cold and ice. Never pour water/liquids on the device and keep it away from liquids and moisture. Do not touch the device with wet or greasy hands. Do not wipe the device with cleaning agents (only with a soft cloth). Do not throw the device from a height or hit it with solid or sharp objects. Do not put the device in the mouth and use it as a coaster. Do not open the device and do not change/repair parts of the device yourself. Do not give the appliance to children under the age of 16 to use it themselves and/or play with it and put it in their mouth. Read everything about the method of use that affects the warranty conditions in the Instructions for Use

3. In the event that the seller establishes that the failure/damage of the device, antennas, holders, cables, connectors, rectifiers (hereinafter referred to as the Device) was caused by negligent handling of the Device (section 2 point 1 and point 2 of this Warranty), repair or replacement The device and/or individual parts of the device within the warranty period of 2 (two) years from the date of purchase the device will be performed at a 30% reduced price list for servicing/replacement compared to the regular price list.

4. The seller has a maximum of 8 (eight) days from the date of receipt of the complaint request to respond to the customer (email, letter...) to the written complaint request from points 1 and/or 3 of this Guarantee.

5. Upon receipt of the seller's response to the complaint from point 4 of this Warranty, the buyer has a maximum of 8 days to bring/send the Device and/or part of the Device to the seller for further processing

according to the conditions depending on the type of service/replacement from the conditions of the Warranty Card

6. The seller, from the date of receipt of the Device or part of the Device for repair or replacement from points 1 and/or 3 of this Warranty, has a maximum of 30 (thirty) days to resolve the complaint and after points 4 and 5, and to send the repaired Device to the customer or part of the Device (external connection) or - a new Device or a part of the Device (external connection), all according to the conditions from points 1, 2 and 3 of this Warranty.

7. In the case of points 5 and 6 of this Warranty, the cost of transportation (direct, mail, express mail, air transport...), sending and receiving the Device or parts of the Device to the service/seller and back to the customer, in both directions, is borne by the customer.

8. The 2 (two) year warranty covers the device, two external antennas, two cables and two holders. The rectifier is not covered by a 2 (two) year warranty, which is covered by the manufacturer's warranty period

9. After the expiration of the warranty period of 2 (two) years, all possible replacements, repairs of the Device or parts of the Device will be carried out at the full selling price, according to the valid price list

10. The customer has the right to change his mind and cancel the purchase without any explanation and at most 14 (fourteen) days from the date of purchase. The customer has to return/send the same Device (complete in the box) undamaged immediately (within these 14 days) at his own expense to the local distributor or company headquarters and the money (the price he paid for the Device) will be returned to him within 8 days from on the day of receipt of the complete and undamaged Device. In the case of returning a damaged or incomplete Device (which must be determined in person or by photos of the buyer before taking the device to the seller and by the seller's control inspection after receiving the returned Device), the buyer will get his money back in the value minus the missing part and/or damage/breakdown made by using the Device in the period indicated in this point 10 of this Warranty. The value of compensation for damaged or missing parts is determined according to the table from the valid price list.

11. The seller will definitely try to find a mutually satisfactory solution for both parties in the spirit of a good host. If a common and satisfactory solution for both parties is not reached, both parties can seek legal protection from the competent market inspection and/or the competent domestic or international court.
