

WARRANTY CERTIFICATE

MANUFACTURER: S.C. TE-MA ROMANIA S.R.L., BD TIMISOARA 60-62, SECTOR 6, BUCHAREST, Telephone: 031 436 78 01.

WARRANTY: The Warranty period is of 24 months and begins as of the date on which the product was sold by **S.C. TE-MA ROMANIA S.R.L.**

The certificate herein represents a guarantee of the consumer's rights approved through G.O. 21/1992 (r2), Law no. 608/2001 (r2), Law no. 449/2003, G.O. 9/2016, with subsequent amendments and completions.

The product has a commercial warranty (in the conditions specified in the statements regarding warranty and in the associated advertising), as well as a legal compliance warranty (if a lack of compliance arises within 2 years, as of the delivery of the product), in accordance with G.O. 6/2016.

The offered warranty does not affect the consumer's rights ensured by means of the associated legislation.

The warranty refers to material defects or execution defects attributable to the manufacturer, hidden manufacturing defects.

MANNERS OF ENSURING WARRANTY: repairs carried out by replacing defective parts, or replacing the product, as applicable. In case of non-compliance, during the warranty period, the consumer shall go to the product seller so as to establish the means of removing said lack of compliance through methods provided by the legislation in force, with the written notification of the resolution period.

- The seller is responsible before the consumer for any lack of compliance existent at the time of the delivery of the products.
- In the case of lack of compliance, the consumer has the right to have their products brought to compliance, free of charge, by means of repair or replacement – as applicable - or shall benefit from the adequate reduction of the product's price.
- Any repair or replacement of the product shall be carried out within a period of time convened upon between the consumer and the seller in writing. The established period of time cannot exceed 15 calendar days from the date on which the buyer, as applicable, has made the seller aware of the product's lack of compliance, or has handed over the product to the seller or the person designated by the seller based on a handover – takeover document. If the product is replaced, the seller has the same obligations for the replaced product as in the case of the product sold initially.
- In the case of product repair, only new parts shall be used for the repair.

The concept of free of charge refers to all costs necessary so as to render the products compliant, including postal costs, transportation costs, handling costs, diagnosing costs,

expertise costs, dismantling costs, mounting costs, labor costs, cost of used materials, and packaging costs.

- After the expiration of the warranty term, the consumers may request the remediation or replacement of products which cannot be used for the purpose for which they were created as a result of hidden defect that appeared within the medium use duration, under the law.
- The consumer may request an adequate reduction of the price or the termination of the contract in any of the following cases:
 - o If the consumer does not benefit from the repair of the product, nor from the replacement of the product;
 - o If the seller did not undertake the repair measure within a reasonable period of time.
- The consumer shall not have the right to request the termination of the contract if the lack of compliance is minor. Establishing non-compliance and the degree of severity of the said non-compliance shall be done in accordance with the provisions under the national standards, SR ISO 3951/1998, and other normative documents referring to non-compliances.

In case of complaints formulated during the warranty period, the buyer is required to present to the seller the warranty certificate together with the purchase document, and the written notification regarding the non-compliance based on which the complaint was formulated. The product in question shall contain all the elements necessary for its identification, inscribed on its label, packaging, or marked on the product itself. Without these documents of proof, the complaints shall not be taken into consideration. The defects which occur due to the inadequate use of the product that does not comply with the product's instructions of use or with its commissioning instructions, and those due to the interventions executed by non-authorized personnel, are not covered by the warranty.

The products shall be mounted and used in accordance with the norms, technical prescriptions, and legislation in force.

All defects/non-compliances which arise from the non-observance of the aforementioned represent the exclusive responsibility of the user.

The buyer declares that he/she accepts all of the clauses under the certificate of warranty herein, that the products which was taken over is complete, in good condition, and that it coincides with the products that was invoiced.

The warranty is ensured by **S.C. TE-MA ROMANIA S.R.L., BD TIMISOARA 60-62, SECTOR 6, BUCHAREST, Telephone: 031 436 78 01, directly or by means of authorized service units.**