

## **REGULATIONS CONCERNING COMPLAINTS**

### **§1**

#### **Scope of Application**

1. These regulations form an internal document of Ro-Ma Zakłady Narzędzi Skrawających Sp. z o.o. (Ro-Ma Machine Cutting Tools Co., Ltd) passed by the Company Management Board.
2. These regulations are in force for all customers of Ro-Ma Zakłady Narzędzi Skrawających Sp. z o.o. (Ro-Ma Machine Cutting Tools Co., Ltd).

### **§2**

#### **Definitions**

1. Complaint: A Customer's demand turned to the Manufacturer in connection with unsatisfactory quality of a product and/or a service.
2. Customer: A corporate body or an individual being an entrepreneur according to relevant regulations, or an organisational unit capable of exercising rights and contracting liabilities on own behalf.
3. Complaining Party: A Customer (a retail customer, a Representative, a Distributor), or another party with appropriate authorisation to represent the Customer.
4. Manufacturer: Ro-Ma Zakłady Narzędzi Skrawających Sp. z o.o. (Ro-Ma Machine Cutting Tools Co., Ltd).
5. Documents confirming the justification of a complaint: The invoice or the bill of sale issued by the Manufacturer and confirming the purchase of the product covered by the complaint from the Manufacturer.

### **§3**

#### **Liability**

1. The Complaining Party is obliged to lodge complaints to the Manufacturer according to the rules set in these regulations.
2. The Manufacturer is obliged to accept complaints and to inform the Complaining Party about the method of inquiring into the complaint.

### **§4**

#### **Rules of Lodging Complaints**

1. Deadline for lodging complaints: A complaint may be lodged within 6 months from the date of sale of the product complained about. The date of sale is considered to be the date of invoicing or issuing of a bill of sale by the Manufacturer. Complaints lodged after the deadline are not going to be inquired into.
2. The Complaining Party is obliged to lodge the complaint immediately after a defect of the product and/or service is found.
3. Place of lodging complaints: A complaint should be lodged at the Manufacturer's seat or sent to the following address: ul. Nadrzeczna 7, Siestrzeń, 96-321 Żabia Wola, Poland. If Customer purchased Manufacturer's products from the Manufacturer's Representative or Distributor, the complaint should be lodged at the place of purchase. The Representative or the Distributor, who in such a case is the Complaining Party, is obliged to immediately deliver the product complained about to the Manufacturer.
4. The Complaining Party delivers the product complained about to the Manufacturer's seat at own expense.
5. Wording of a complaint: A complaint should be lodged at the Manufacturer's seat, in written format on the complaint form available at the following address on the Internet: [www.ro-ma.pl](http://www.ro-ma.pl). The complaint form should be accompanied by a copy of the document

confirming the justification of a complaint. If the Complaining Party is a Representative or a Distributor of the Manufacturer, besides the invoice confirming the purchase of the product from the Manufacturer, such a party is also obliged to attach the document (an invoice, a bill of sale) confirming the sale of a given product to a Customer complaining about it. In case of failure to attach documents confirming the justification of the complaint, the Complaining Party is entitled to deliver them within 14 working days from the date of delivery of the product complained about to the Manufacturer's seat; the failure to provide these documents results in finding of such a complaint to be groundless.

6. Date of acceptance of a complaint: The date of acceptance of a complaint is considered to be the date when the product complained about along with the complaint form and the documents confirming the justification of a complaint arrives to the Manufacturer's seat.

## **§5**

### **Inquiring Complaints by the Manufacturer**

1. The Manufacturer undertakes to inquire into a complaint within 14 working days from the date of its acceptance.
2. The Manufacturer may admit, refuse or partially admit the justification of a complaint.
3. The Manufacturer provides his reply to a complaint within 14 working days from the date of its acceptance in written format on a complaint form.
4. If it is impossible to reply to a complaint within 14 working days, the Manufacturer informs the Complaining Party about the impossibility of provision of a reply within this time limit in writing within 14 working days from the date of acceptance of the complaint, specifying the reason of the delay and the anticipated time of response to the complaint, which cannot exceed 30 working days from the date of complaint acceptance.
5. The date of a response to a complaint is considered to be the date the Manufacturer sends his reply.
6. In case of admittance or partial admittance of a complaint, the Manufacturer is obliged to repair or to replace the product, and to deliver it at own expense to the Complaining Party. If it is impossible to replace a product, the Manufacturer is obliged to pay the due amount to the Complaining Party, or to credit it towards the Complaining Party's future liabilities. If a complaint is lodged at the Manufacturer's Representative or Distributor, the Manufacturer is obliged to deliver the product at own expense to such a Representative or Distributor.
7. In case of the Manufacturer's refusal of a complaint, the Complaining Party may collect the product complained about from the Manufacturer's seat within 30 days from the response to the complaint. Upon the Complaining Party's request, the Manufacturer is obliged to send back the product complained about to the Complaining Party at the Complaining Party's expense within 30 days from the date of response to the complaint. In case of failure to collect a complained about product within the specified time limit, the Manufacturer scraps such a product.

## **§6**

### **Appeals Against the Decisions Concerning Complaints Settlement**

1. The Complaining Party is entitled to appeal against the Manufacturer's decision within 14 working days from the delivery of the letter containing the response to the complaint. After the elapse of this time, appeals are rejected.