



Warranty Card

hereby warrants that the purchased cable is
a product of high quality
and meets the requirements of applicable
standards and regulations

The warranty is provided by the Manufacturer:

TELE-FONIKA Kable Spółka Akcyjna
ul. Hipolita Cegielskiego 1
32-400 Myślenice

Cable type

.....

Quantity

.....

Package/Batch number

.....

Sales document number

.....

Place and date of sale

.....

Date of product release

.....

Other documents if applicable (e.g.
agreement, contract or offer no.
etc.)

.....

Manufacturer

.....

Date of issue Signature and stamp

Please read carefully the detailed terms and conditions of the warranty on the back.

HRK-09-WYD.2-11/25

DETAILED TERMS AND CONDITIONS OF THE WARRANTY

1. **The Guarantor**, i.e. TELE-FONIKA Kable S.A., warrants that the product is of high quality.
2. **The Guarantor** warrants that the product has the quality certificates required in(insert the name of the country, for example, The Republic of Poland).
3. **The Guarantor** agrees to remedy the defects of the purchased product revealed within (in words.....) months from the date of product release.
4. **The Purchaser** may use the warranty under the following conditions:
 - a) the transport, storage, assembly and installation of the product have been carried out in accordance with the applicable rules set out in industry standards, regulations and procedures, as per its intended use specified by the Manufacturer.
 - b) it has conducted post-production testing of the product in accordance with applicable rules.
 - c) it has adequately secured and made available for inspection by the Guarantor's representative the place where the defect was discovered as well as the records of acceptance and in-service tests provided for by operational regulations.
 - d) it has filed a warranty claim in writing as set forth in item 12.
 - e) it has presented the Guarantor with proof of purchase of the product and its release by the Manufacturer.
 - f) it has reported the product defect to the Guarantor in writing during the warranty period, but no later than 3 days from the discovery of the defect.
 - g) the defective product has features that make possible its identification as a product originating from **the Manufacturer**.
5. **This Warranty** only covers defects attributable to the manufacturer and defects inherent in the product. The warranty excludes in particular any defects due to wear and tear, excessive power load, building work carried out contrary to applicable rules set out in relevant legislation and standards, chemical, electrochemical and electrical factors, mains-related overvoltage, as well as any defects caused by natural disasters (forces of nature) or resulting from mechanical damage.
6. The maximum liability of **the Guarantor** under the warranty and general liability for damages related to the delivery of a defective product cannot exceed the purchase price of **the Guarantor's** product in respect to which a claim has been made. This limitation shall not apply to the liability for damages caused by willful misconduct of **the Guarantor**.
7. **The warranty** shall be void if:
 - a) the product is used contrary to its purpose, properties or terms of use, or if the transport, storage and assembly or installation of the product has not been carried out in accordance with the applicable rules set out in industry standards, regulations and procedures;
 - b) repairs, reworks or design changes are performed by persons other than the Guarantor.
8. **The Guarantor** agrees to assess the defect and review the complaint within working days of receiving a warranty claim or within another time limit agreed with **the Buyer** in writing.
If the Guarantor requests the Buyer to send a sample of the defective product, the time limit set out in the preceding sentence shall run from the date of receipt of the sample by the Manufacturer.
9. If the complaint is accepted, **the Guarantor or the entity specified by it** shall repair or replace the defective part of the product, unless the Parties agree otherwise in a separate agreement.
10. This Warranty Card and the obligations thereunder shall apply only if the Card includes **the Guarantor's** signatures and stamps, an identification of the product and an indication of its quantity, the package number/batch number, the place and date of sale, the date of manufacture, and the date of issue of the Warranty Card.
11. If **the Purchaser** makes an unsubstantiated warranty claim, the Purchaser shall be required to reimburse **the Guarantor** for the costs incurred in respect of that claim. An unsubstantiated claim shall be, in particular, any claim made where the defect does not exist or where the defect is not due to reasons inherent in the product that are attributable to the Guarantor.
12. Warranty claims can only be made by completing a complaint form, available on the website https://www.tele-fonika.com/storage/file/core_files/2025/3/27/6c9bff4695aa6e538ca28ae8e991ce56/Formularz_zgloszenia_reklamacji_na_strone_en3.pdf, and sending it to the **Customer Service Department** by electronic means or by post to the following address **Dział Wsparcia Sprzedaży (Customer Service Department) TELE-FONIKA Kable S.A. ul. Wielicka 114, 30-663 Kraków, POLSKA**
13. In order to be valid, a warranty claim should include a description of the detected defect and accompanying documentation of the defect. The complainant is obliged to send, at his own expense and risk, a sample of the defective product at **the Guarantor's** request.
14. The Warranty is valid on the territory of (insert the name of the country, for example: the Republic of Poland).
15. In case the defective product covered by the warranty is replaced in whole or in part, the defective product shall remain the property of **the Guarantor** and must be returned **to the Guarantor** at his request within 7 days of the date of the replacement.