

The Warranty Conditions of the Micos Telcom company determinate the process of lodging a claim for delivered products to the Buyer.

### Warranty Period

The Warranty Period for the products is 24 months starting the following day after accepting the delivery by the Buyer.

The Warranty Period is always extended for the time the product is in a warranty repair. If the product is replaced, a new Warranty Period for this product starts again after accepting the new delivery by the Buyer.

### Warranty Does Not Cover Failures Caused by:

- unqualified installation, handling, operating and using the product in different ways than stated in the accompanying document,
- using the product in conditions whose parameters do not correspond with the specifications stated in the accompanying document,
- damages from natural disasters and third-party violent attacks,
- damages from extreme loading and using contrary to the conditions stated in the documentation,
- damages from connecting into a network which does not comply with relevant Standards,
- if the Warranty Period of the product expires.

### Process of Lodging a Claim

The claim must be settled without unreasonable delay but at the latest 30 days from the day it is lodged unless the Buyer agrees with Micos Telcom on a longer term.

When lodging a claim, the Buyer must primarily specify if he / she wants to claim the product or delivery. Then he / she must specify the number of his / her order and the type of the product to which the claim is related.

### Product Claim

If a failure occurs in the delivered product, the Buyer must contact the salesman in Micos Telcom who executed his / her order („the Salesman“).

### Delivery Claim

If the Buyer receives a different type or quantity of the product than he / she ordered, or he / she finds a mistake in the accompanying document or invoice, he / she must contact the Salesman.

If the product is damaged on delivery, the Buyer must keep the delivery acceptance procedure:

- Undamaged Packaging

If the Buyer finds a damaged product after accepting the delivery, and the product packaging is undamaged, he / she must immediately contact the Salesman. The Salesman can solve this claim directly with the delivery company within 3 working days at the latest.

- Damaged Packaging

The Buyer must check the delivery content together with the driver. If the content is not damaged, he / she can accept the delivery, and he / she must ask the driver for filling in a damage report.

If the content is damaged, the Buyer must do the following:

- The Buyer together with the driver makes a damage report in the waybill or CMR.
- The Buyer signs and stamps the report and gives a copy of the report to the driver.
- It is better to take photos of the damage.
- The driver hands over the report to the delivery company.
- The Buyer sends a claim with the signed waybill or CMR to the Salesman. The waybill or CMR must also include a signature of the driver!
- Then Micos Telcom uses the document to make a damage claim at the delivery company which was in charge of the delivery.
- The delivery company solves the claim according to its internal rules.

If the content is damaged, the Buyer must always keep the packaging material as it was delivered. If the packaging material is not available, it is difficult to get a positive claim assessment.

In these cases, the Buyer must contact the Head of Dispatch Department Mr. Roman Švancara (+420 604 222 772, [roman.svancara@micostelcom.cz](mailto:roman.svancara@micostelcom.cz)) or the salesman in Micos Telcom who executed his / her order.