

WARRANTY POLICY OF MOLPIR, s.r.o.

MOLPIR, s.r.o., with its registered office at SNP 129, 919 04 Smolenice, Slovak Republic, registered in the Commercial Register of the District Court of Trnava, Section Sro., Insert No. 1045/T, Company ID (IČO) 31431372, with its business premises at Hrachová 30, 821 05 Bratislava, Slovak Republic, issues this Warranty Policy (hereinafter referred to as the "Warranty Policy").

I. General Provisions

- 1.1 This Warranty Policy applies to the sale of products and provision of services by MOLPIR, s.r.o. (hereinafter referred to as the "Seller") and forms part of the Seller's General Terms and Conditions (hereinafter referred to as the "GTC"). Terms capitalized but not defined herein shall have the meaning assigned to them in the GTC. In the event of a conflict between the Warranty Policy and the GTC, the provisions of the GTC shall prevail.
- 1.2 This Warranty Policy may be updated or amended by the Seller, particularly in connection with changes in legal regulations. In case of modifications, the relationship between the Buyer and the Seller shall be governed by the Warranty Policy in force and effective at the time of contract conclusion until the contract's termination.
- 1.3 The Warranty Policy is published on the Seller's website and available at its physical business location.
- 1.4 The Buyer is required to familiarize themselves with the terms of the GTC and this Warranty Policy before placing an order or before paying the purchase price when purchasing at the Seller's physical store.
- 1.5 The Seller is obligated to deliver the goods/services at the price, quantity, quality, and within the timeframe agreed upon in the contract/order, ensure the goods are suitably prepared for transport, and provide the Buyer with the necessary documentation for receipt and use of the goods.
- 1.6 The Buyer is obliged to carefully read and follow the operating and usage instructions.

II. Transfer of Ownership, Risk of Damage, and Returns

- 2.1 For orders placed via the online store, ownership of the sold item and the risk of accidental destruction, deterioration, or loss transfer to the Buyer at the moment of delivery.
- 2.2 For orders placed by other means than the online store, ownership of the sold item transfers to the Buyer at the moment of delivery, but not before full payment of the purchase price. The risk of accidental destruction, deterioration, or loss transfers to the Buyer at the moment of delivery.
- 2.3 For purchases made at the Seller's physical store, ownership and the risk of accidental destruction, deterioration, or loss transfer to the Buyer upon payment of the purchase price.
- 2.4 Delivery shall mean personal collection of the goods or, if agreed upon, receipt from a courier service, or, in cases where the Buyer arranges transport via another shipping company, the moment the goods are received by such a company from the Seller.
- 2.5 The Buyer has the right to refuse delivery from the courier if incorrect goods are delivered, necessary documents are missing, or if the goods or packaging are damaged. If the delivery is not in compliance with the contract, the Buyer has the right to demand immediate fulfillment of the contract by the Seller. In case of transport-related damage, the Buyer must record a damage report with the courier and notify the Seller in writing.
- 2.6 A consumer purchasing goods via the online store has the right, pursuant to Section 19 et seq. of Act No. 108/2024 Coll. on Consumer Protection, to withdraw from the contract within 14 days from the

date of delivery or contract conclusion for service provision, without stating a reason. In such a case, the Buyer must inform the Seller in writing, preferably via email at obchod@molpir.com, or use the Seller's provided withdrawal form available on its website. The Buyer must return the goods in their original packaging, without signs of unreasonable use, including all accompanying accessories and documentation, at their own cost (not via cash on delivery) to the following address: MOLPIR, s.r.o., Hrachová 30, 821 05 Bratislava, Slovak Republic. More details are available in the GTC.

- 2.7 Goods purchased at the Seller's physical store that the Buyer had the opportunity to inspect or test cannot be returned without the Seller's consent. If the Seller agrees to a return, they may charge a handling fee of 5% of the purchase price (minimum EUR 3.32). The purchase price, reduced by this fee, will be refunded to the Buyer within 15 days. Returned goods must be complete, undamaged, and include all original accessories and documentation.

III. Warranty for Quality

- 3.1 The Seller provides a written guarantee that the delivered goods/service will retain their agreed or customary characteristics and remain suitable for their intended purpose for the duration stated in the GTC or warranty certificate.
- 3.2 The warranty obligation arises from the contract, GTC, or warranty certificate. The warranty period begins on the date of delivery of the goods or service provision.
- 3.3 The warranty period is suspended for the duration the Buyer cannot use the goods/service due to a defect for which the Seller is responsible.
- 3.4 The Seller is not liable for defects covered by the quality guarantee if they were caused by external factors not attributable to the Seller or its agents.
- 3.5 The warranty conditions for consumers purchasing goods as "end users" for personal use are governed by the Civil Code No. 40/1964 Coll., with a warranty period of 24 months; for used goods, 12 months. For business entities purchasing goods for further commercial activity, the warranty and complaint conditions are governed by the Commercial Code No. 513/1991 Coll., with a warranty period of 12 months; for used goods, 6 months.

IV. Claims for Defective Goods/Services

- 4.1 In the event of any product defect, the Buyer must immediately notify the Seller either (i) by written notice sent to the address of its physical store or (ii) in person at the Seller's physical store.
- 4.2 For claims, the Buyer must deliver the goods without undue delay to the Seller's physical store. A consumer may send the goods at the Seller's expense (not via cash on delivery), while other Buyers must cover transport costs themselves. The Seller is not obligated to reimburse Buyers who are not consumers for any claim-related costs, including but not limited to delivery or disassembly costs.
- 4.3 If the claim is accepted, the repaired or replaced goods will be returned to the Buyer at the Seller's expense.
- 4.4 If the Seller deems a claim from a non-consumer Buyer as unjustified, the Buyer must reimburse the Seller for diagnostics costs amounting to 10% of the claimed product's purchase price, but not less than EUR 10.
- 4.5 The Seller has the right to withhold the claimed goods until the Buyer settles the diagnostics cost.

- 4.6 The warranty does not cover defects caused by improper handling, incorrect installation, usage contrary to the intended purpose, failure to follow operating instructions, mechanical damage, natural disasters, power surges, or other abnormal phenomena. Claims for normal wear and tear due to use are not accepted.
- 4.7 The Seller is also not responsible for wear and tear of consumable components such as filters, compressor drive belts, and other similar parts.
- 4.8 The Buyer may submit a complaint directly to the Seller (MOLPIR, s.r.o., Hrachová 30, Bratislava, Slovak Republic) or send a registered shipment to this address, including all required documents, a complaint protocol, and any accessories related to the claimed goods.
- 4.9 When submitting a claim, the Buyer must provide the original or a copy of the purchase document (the document must be issued in the Buyer's name), a complaint protocol detailing the defect, and in the case of an intermittent defect, a clear description of the conditions under which it occurs. It is recommended that the claimed goods be delivered in their original packaging and complete, including all cables, manuals, diskettes, CDs, or any other accessories supplied at the time of purchase.
- 4.10 The Seller shall issue the Buyer a confirmation of the warranty claim and its resolution, even if the warranty claim is not fully resolved on the spot.
- 4.11 The Seller shall handle warranty claims without undue delay, but no later than 30 days from the date of the warranty claim submission. If this period is exceeded, the Buyer shall have the same rights as if the defect were irreparable.
- 4.12 For consumers, the warranty period is extended by the duration of the warranty repair, as recorded in the repair report. The repair report may only be issued by an authorized service center.
- 4.13 The execution of an acknowledged complaint is free of charge, and if the Buyer does not collect the claimed goods in person, the Seller shall bear the transportation costs.

V. Final Provisions

- 5.1 This Warranty Policy takes effect on March 1, 2025.