

REGULATIONS OF MARINE TECH S.A. SERVICE

§ 1. DICTIONARY

1. **Service provider** – Marine Tech S.A. ul. Żwirki i Wigury 17, 38-400 Krosno.
2. **Customer** – person or company, submitting equipment for repair.
3. **Forwarder** – courier company, which with Service has signed permanent and valid cooperation agreement.
4. **Courier** – forwarder's worker, or person/ company acting on his behalf.

§ 2. GENERAL TERMS

1. Enclosed regulations sets rules of making service repairs and revisions by Marine Tech S.A workers
2. Ordering a service by Customer is tantamount with acceptance by Customer this Regulations. All complaints coming from unacquaintance of Regulations, will be not considered.
3. Service is an action consisting of making conservation, or repair work on Customer's equipment
4. Services range, and their estimated pricing can be found in pricelist available on request from Service provider.
5. For all service works, Service provider grants 180 day guarantee, for parts exchanged 365 days guarantee. Guarantee does not apply for any damages resulted from Customer's fault.
6. Customer is obligated to provide correct and real data, when registering service work being done at Customer equipment, at service card. After checking data correctness, for all non-warranty works there will be VAT invoice issued.
7. In case of correct performing of service work, or in case of not making it from Customer's fault, there is applicable payment according to accepted by Customer service cost calculation. Customer will confirm in written service completion, and will accept it's pricing. Diagnostics cost- disassemble of scooter, and diagnosis of problem, without performing any service work costs 80E.
8. For equipment left in service, and not collected in 14 days from date of communicating to Customer by Service Provider about finishing of service works, there is a storage fee applied in cost of 5E per every day of storage.
9. After 180 days, not-collected equipment becomes forfeited and is found as forfeited by owner as understanding of article 180 of Civil Code, and on behalf of article 181 of Civil Code, Service Provider acquires it by acquisition of autonomous possession.
10. Customer accepts his personal data processing according to act from 10.05.2018r. Dz.U. 2018 poz. 1000.
11. Given work time is estimated term, and can be delayed. Services are realized in order of their reception, moving in order in express mode is charged additionally 100E.
12. Complaint made by Customer according to non-completed, or faulty completion of service work shall be made in written form and specifying:
 - a) Customer, in the way allowing for his identification
 - b) Name, type, of service which complaint concerns
 - c) Subject of complaint
 - d) Circumstances justifying complaint

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13. Complain shall be made in written, or in electronic way to address service@seacraft.eu
14. Service provider will examine complaint in 14 days from date of it's receipt.

§ 3. SERVICE CLAIM

1. Condition of service work initiation is sending by Customer a service claim using available ways- as described in paragraph 2 below, and payment of pro-forma invoice by service in case of repairs not covered by warranty.
2. Equipment service claim can be done in one of following ways:
 - a) Personally in the Service provider headquarters, and filling a service form
 - b) Sending equipment, and printed and filled in warranty form
 - c) With electronic way, sending a e-mail to address service@seacraft.eu (recommended).
3. After completion of service work, equipment is sent via courier on indicated by Customer shipping address.
4. Alternative way of equipment return is personal collection, or collection by person authorized in written.

§ 4. EQUIPMENT SHIPPING

1. Risk of equipment damage during transport to Service provider is borne on the Customer/ sender.
2. Appropriate packing and protection of equipment is mandatory, to protect it from damages during transport. In order to avoid scooter damages, usage or original Seacraft packaging is recommended, using original custom styrodur inserts, in which a new scooter has been delivered in. In case of not having it anymore, new one need to be purchased from manufacturer, or authorized service center. Packing manual is available:
https://mega.nz/#!mL53wKxJ!6gKmp3GzmAfAAfwKQz_3iqV4UdFDvrYvRPp3Reyu5qE
3. In case of receiving by Service provider not- appropriately secured package, or impossible to send back without a risk of equipment damage, Service provider will add new packaging cost- in amount of 50E, which the Customer will be charged with.
4. All parcels send by Forwarder, are insured to the value of 5000E
5. All costs associated with equipment shipping to Service provider are to be paid by Customer/ sender. After service work, cost of return shipping, service work, and used parts are covered by Manufacturer. In case of non-guarantee repairs, all service costs with shipping cost are to be covered by Customer.

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