

TOORS claim procedure

1. SUBJECT

This document specifies the procedure of TOORS product claims resolution.

2. CLAIM APPLICATION AND ITS SETTLEMENT

- 2.1. Claim has to be always sent in written to: TOORS CZ s.r.o., Turkova 1338, Nový Bydžov, 504 01 or in electronic form to e-mail address: toors@toors.cz
- 2.2. For the successful claim submission, the purchaser has to state the following information on the claim document:
 - number of claimed order
 - brief description of the claim and proposal for a solution
 - further documentation for claim identification (photographs, drawings etc.)
- 2.3. The vendor has to start the claim procedure as soon as possible, afterwards the purchaser will receive a notification that the claim was / was not accepted. In case of accepted claim, the purchaser will receive number of the claim and proposal for an action with assumed delivery term. In case that the purchaser does not receive the claim confirmation within 48 hours (especially in case of electronic communication), he has to inform the vendor.
- 2.4. In case of necessity to supply new spare parts, if not stated different, they are produced according to spare parts delivery terms and afterwards delivered to purchaser firm domicile.
- 2.5. Upon request from the manufacturer it is necessary to return the claimed part within a maximum period of 40 days from the dispatch of the part replacing the claimed part. If possible, instead of sending material back, the manufacturer may request sending of other evidential documentation (photographs etc.). In such a case the vendor shall notify the purchaser of this fact in the claim confirmation which resolves the given case. If the claimed part is not delivered to the vendor within the given deadline, or if material is returned damaged, incomplete or without a copy of the claim document describing the defect, the supplied material shall be automatically invoiced, without the possibility of subsequently returning and providing a refund on the material.
- 2.6. In case that an expert's check of the returned goods (carried latest 30 days after the receipts of defective goods) demonstrates that the claim should not be accepted, the vendor reserves the right to change the status of the claim from "accepted" to "not accepted", and following written rationale shall subsequently invoice the material already supplied in the claim
- 2.7. A claim for missing material which could not be identified immediately following receipt of the order from the transporter (HW, individual parts of motor etc.) must be submitted at the latest within 60 days from the date of receipt of the goods confirmed on the delivery note

3. CLAIM COSTS

- 3.1. In case that the claim was accepted and there is need to supply new components, spare parts are produced and delivered free of charge to the purchaser firm domicile. Costs for product reparation, traveling of installers and possible third part requirements are not refunded by the vendor.



- 3.2. In the case of necessity, for the rectification of a defect the purchaser may use material from another supplier than the vendor. The purchaser may use only such material which does not influence the functionality and safety of the installed goods according to EN 13241-1. In this case used material will be refunded
- 3.3. If the purchaser for the rectification of a defect uses material from an other supplier and the price is more than +20%, the purchaser must consult the vendor with regard to this matter in advance.

4. FINAL DISPOSITION

- 4.1. This document is a part of the internal procedure P 8-1 Claim procedure and is valid from: 22.4.2013

