

## GENERAL CONDITIONS FOR SEWING SERVICES

### OWUS

#### §1.

The service request should contain information:

1. product type, factory number and date of manufacture;
2. control model;
3. the alarm number / message displayed;
4. detailed description of the failure;
5. photographic documentation of the failure site.

**(in the absence of the above data, the service is not insured).**

#### §2.

Maintenance services are related to warranty and post-warranty services:

1. Hydraulic systems.
2. Installation of machines, equipment and software.
3. Diagnostic and fault elimination activities.
4. Carrying out maintenance inspections, technical consultations and training.

#### §3.

Maintenance services are insured.

#### §4.

The Guarantee Service (GUS) covers only damage and defects arising from the causes of the guarantee. The maintenance services provided under the guarantee are free of charge.

#### §5.

1. The warranty service does not cover the operating activities provided for in the operating instructions, which the user is obliged to carry out on his own and at his own expense, software defects, mechanical damage, defects of the object of warranty resulting from the user's errors or misuse, wear and tear of consumables.
2. The reaction time of the warranty service on the territory of Poland is 24 working hours from the date of notification. Outside Poland according to individual agreement. The term reaction time should be understood as the reaction of the Wropol Engineering service representative in order to determine the scope of the reported complaint. The basis for the trip is to fulfill the provisions of §1.
3. Third Warranty repair will be carried out within 5 working days in the case of damage to operating parts, while the failure requires an assessment of the extent of damage.

#### §6.

The customer of the service commits himself to make available the place of service, machines for installation, repair, modification or maintenance, and provide access to the documentation as well as appropriate conditions for performing service activities, i.e. minimum service distance of the device from fixed objects 1.5 mb or in accordance with DTR, provide social conditions in accordance with occupational health and safety.

**§7.**

After completion of installation, repair, modification or maintenance, the service employee prepares a written service report with a copy for the Principal, obligatorily signed by the Principal. In case of refusal, the service technician notes on the protocol the refusal to sign, and the protocol issued is the basis for issuing an invoice.

**§8.**

In case of unjustified service call, the Customer is obliged to cover the due costs according to the price list of service charges.

**§9.**

In the absence of spare parts for repairs and the need for a new service, travel costs are calculated each time. Diagnosis of a machine which is not fully commissioned, e.g. due to lack of parts, is considered to be a full service requiring an extended scope of repair.

**§10.**

If the sum of estimated or actual hours of travel/return and work exceeds 10 hours per day a lump sum fee of 200 PLN/person is charged.

**§11.**

On working days from Monday to Friday, the service technician starts work at 7.00 a.m. The start of work is considered to be a departure from the company headquarters. Starting work after a hotel night starts at 8.00 a.m., departure from the hotel is considered as starting work. The price for commuting to the work station according to the price list.

**§12.**

WROPOL ENGINEERING undertakes to perform works ordered by the customer with due diligence and in accordance with applicable regulations, standards and technical conditions.

**§13.**

The Ordering Party acknowledges and accepts the presented conditions and prices at the moment of ordering the service according to the service fee schedule - available in §17 UWUS.

**§14.**

Each time, the Customer appoints a competent person who is in constant contact with the service authorized to receive works.

**§15.**

During the service work on an extended working day, the Customer is obliged to provide the necessary conditions to guarantee the performance and reception of the service by a designated employee.

**§16.**

This OWUS was updated on 06.2020.

**§17.**

**PRICE LIST OF SERVICE WORK.**

1. Service technician's work 180 PLN/hour/person
2. Access /return 120 PLN/ hour/person
3. Other costs, i.e. toll motorway tolls, purchase of parts, etc. They are settled after the order is completed and constitute an additional cost of the order.
4. The prices given are NETTO prices.

Lutynia, June 2020 roku.

**Wropol Engineering Sp. z o.o.**