

## CUSTOMER INFORMATION

Dear Customer,

Thank you for purchasing this car part from Unix Autó Kft. Generally, our company offers a 12-month warranty on parts distributed by us, however, different conditions of warranty claims may apply to certain products. Our sales representatives will inform you about the warranty conditions in case they would differ from the general conditions. Below you may find detailed information about warranty conditions for the products distributed by our company and important information related.

### CONDITIONS OF GENERAL WARRANTY CLAIMS:

- We only offer warranty on car parts distributed by Unix Autó Kft., verified by the purchase invoice of the car part.
- A warranty claim must be submitted within the warranty period, to any of our branch offices, on a duly completed warranty claim record (on a warranty certificate in certain cases), accompanied by a duplicate of the vehicle registration certificate.
- An installation invoice verifying the proper installation, issued in accordance with the accounting standard **and** an opinion verifying the proper installation, issued by the car service performing the installation are required to submit a warranty claim. The opinion must contain the description of the failure caused by the faulty part, the list of the related parts examined during the discovery of fault and the name of any special tools used for the discovery of faults or the replacement of the part. In case of failures found with instrumental measurement or diagnostic tools, the opinion must be accompanied by the printed form of the measurement results.
- The purchaser must seek to submit any warranty problems to any of the branch offices of Unix Autó Kft. as soon as possible.
- In case of an unjustified warranty claim or not meeting the warranty conditions, the seller will notify the buyer about the refusal of the warranty claim in writing.
- The customer accepts that the manufacturer warranty procedure can cause some damages to the product itself.
- **In case the warranty issue affects a part of coupled system, the vehicle affected must be checked in the presence of the representative of Unix Autó Kft. and the process must be documented by photos and a record, in order to apply the claim.**

### CONDITIONS OF SUBMITTING WARRANTY CLAIMS ON ORIGINAL PARTS:

- A warranty claim for original parts must be submitted to the branch office of Unix Autó Kft where the product was sold. The branch office will forward the warranty claim to the Warranty Division of Unix Autó Kft., who will contact the manufacturer or distributor of the product. After the description of the warranty problem, the warranty requirement conditions of the manufacturer or distributor will be obtained. The seller must notify the buyer about these conditions within 48 hours after the submission of the warranty claim.
- In case of a warranty claim for a part, a certification about the acknowledgment and compliance of the manufacturing technology and the mileage when the warranty failure occurred, issued by the service performing the installation is required.
- The distributor of the original has the right to decide whether to offer repair service or compensate the buyer to settle the claim.
- This method, alongside the repair, might be reimbursement or the replacement of the product, but shall be decided exclusively by the distributor.
- **The removal of the claimed spare part from the vehicle must be authorized by the Warranty Division of Unix Autó Kft., otherwise no warranty claims on the removed original parts may be requested.**

### REASONS FOR THE EXCLUSION OF WARRANTY:

- The part is not distributed by Unix Autó Kft. and the claim cannot be verified by the purchase invoice.
- The documents meeting the conditions of the warranty requirements are missing or not duly completed.
- The warranty claim was not submitted within the warranty period.
- The part was not replaced in accordance with the instructions of the manufacturer.
- The part was not installed in the proper type of car in accordance with the catalogue.
- The part was not used in accordance with the circumstances and operating conditions defined by the manufacturer.
- The product has been modified, or altered.
- The part was not examined entirely and integrally.
- The failure is a result of the natural wear and tear of the product.

### CONDITIONS OF PRODUCT RETURNS:

- Due to quality assurance reasons, fluids (oils, sprays, etc.) or bulbs might not be returned or exchanged.
- **Remanufactured products** might be returned within 30 calendar days, only if the purchase is verified by the invoice. The product must be undamaged, be fit for sale again and be issued with a legible product label and a serial number.
- The ordering of **original products** (Unix No. always starts with letter X) is considered as an individual order, so the order cannot be cancelled afterwards, the ordered product cannot be credited or returned.
- We do not take responsibility for failures caused by any misinformation (wrong chassis number, wrong name of part).

For any warranty claim process, the relevant Hungarian legislation shall apply.