



HELLA Polska Sp. z o.o.
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www.hella.pl

Quantity and quality-related complaints

1. The Buyer shall immediately notify the Seller of any identified product defects or shortages, otherwise the Buyer shall lose its rights under warranty, in accordance with Article 563 of the Civil Code.
2. The Buyer shall notify the Seller of any transport damage immediately after identification but not later than within 10 business days from the date of delivery. The complaint shall be handled after receipt of the carrier's decision.
3. In the event that any physical defects are identified, the Buyer shall have the right to file a written complaint. The complaint shall be accompanied with a Complaint Notice on form available at: www.hella.pl, together with a proof of purchase. The complaint shall be handled after submission of the complained product together with the full set of documents.
4. The Seller shall handle the complaint within 28 business days from the date of delivery of goods by way of replacement of defective goods with goods that are free from defects, repair or refund of the price. In exceptional cases, products are sent for analysis, which may result in a longer complaint handling period; the customer shall be informed about each such case by e-mail. In the event that goods contain safety devices in the form of seals, plaques, holographic signs, including devices bearing the date of purchase, the lack of or damage to such device may constitute grounds for refusal to grant the complaint, at the Seller's option.
5. The warranty period shall be 2 years from the date of release of goods to the Buyer by the Direct Recipient of HELLA Polska Sp. z o.o. (the Direct Recipient is an entity holding a buyer's account with HELLA Polska Sp. z o.o.).
6. The foregoing provisions shall apply to contracts with businesses purchasing goods from HELLA Polska Sp. z o.o. directly as part of their business activity.