



WARRANTY AND COMPLAINTS POLICY

1. Introductory provisions

The company Petr Klobás (the “supplier”) provides all its customers (the “customer”) with high-quality products (goods, cooperation, services) to the maximum extent possible in accordance with the supplier's Terms and Conditions.

The supplier reserves the right to identify parts internally. If the customer has special requirements for the surface and appearance of a part, these must be specified in the order.

2. Quality guarantees, liability for defects, enforcement, review and resolution of complaints

- 2.1. The warranty period for consumer goods is 6 or 24 months from the date of receipt of the products (the “goods”) and is extended by the period during which the goods were under warranty. The supplier guarantees the quality of its work and the performance of the subject of performance in accordance with the technical specifications, including the materials used and their surface finishes.
- 2.2. The customer has the right to assert the warranty claims only for goods that show demonstrable defects, are covered by a valid warranty and have been demonstrably delivered by the supplier. The presentation of the delivery note and the complete product forming the subject of the complaint is considered proof of origin. To prove a defect, it is necessary to use the documents on the basis of which the order was placed, accepted and confirmed.
- 2.3. The customer is obliged to inspect the goods as regards of the number of items, surface quality, corrosion and obvious deformation of shape immediately upon receipt, even if the goods are taken over from the supplier by a contracted carrier. A subsequent professional inspection of other requirements (dimensions, etc.) must be carried out as soon as possible after receipt, within 5 working days at the latest. If this is not done, claims for defects found in the goods can only be made retrospectively if it can be proven that these defects were already present at the time of receipt from the supplier.
- 2.4. If the customer uses the delivered goods for further processing, it is assumed that the customer has thoroughly inspected them, including with professional care, and found them to be in order. The customer's claims for compensation for damage caused after further processing of the delivered goods (e.g. their incorporation into a larger unit) are excluded.
- 2.5. The supplier is liable for goods supplied by third parties, subject to the scope of the warranty conditions of these third parties.
- 2.6. If the customer fails to take delivery of the goods on the agreed date, the warranty period shall commence on that date. The same shall apply if the supplier withholds the goods due to non-payment by the customer.
- 2.7. The customer may submit a justified complaint in one of the following ways:
 - by post to the address: **Petr Klobás, Košuličova 6, 619 00 Brno**,
 - by email to: info@kovo-klobas.cz,
 - in person at the following address: **Košuličova 6, 619 00 Brno**.

Note: other forms are non-binding. The customer is obliged to report the complaint immediately using the above methods. Failure to do so will invalidate the warranty.

- 2.8. When filing a complaint, the customer is obliged to provide:
 - proof of purchase of the goods (tax document, invoice, delivery note),
 - the goods subject to complaint with all accessories, including production documentation (specifications, drawings, etc.),
 - a detailed description of the defect, stating the customer's opinion on whether the defect prevents the use of the goods and whether or not it is removable, and identification of the order to which the complaint relates (order number, contract number or delivery note number). Indicating how the complaint should be resolved, if it is justified, will speed up its processing.
- 2.9. Complaints are accepted on behalf of the supplier by all managers of Petr Klobás who are authorised to handle complaints. Only the director of the metalworking division, the director of the laser division and the head of quality control are authorised to make technical assessments.

- 2.10. Defects consisting of the number of pieces, damaged surface or corrosion must be dealt with by the customer immediately upon receipt. In exceptional cases, if there are objective reasons for doing so, they must be reported in writing no later than five working days from the date of acceptance of the subject of performance. If this is not done, defects of this type that are reported later are considered to be defects that arose after the customer accepted the subject of performance, and the supplier is therefore not liable for them.
- 2.11. The supplier is entitled to verify, through its representatives, at the place of acceptance or at the customer's premises, whether the claim is justified or not, and the customer is obliged to allow this.
- 2.12. If the complaint is accepted, the supplier shall issue the consumer with a document confirming receipt of the goods for the purpose of the complaint.

3. Justified complaints

- 3.1. If the complaint is justified, the supplier shall acknowledge it and offer the customer replacement performance in the following order:
 - 1) repair of the defective goods,
 - 2) production of new goods in exchange for defective goods,
 - 3) equivalent replacement in other goods,
 - 4) financial compensation.
- 3.2. The supplier reserves the right to replace defective and irreparable goods with new goods free from defects.
- 3.3. Defective goods that have been exchanged or for which replacement goods have been provided are the property of the supplier, and after the complaint has been settled, the supplier is entitled to take them back.
- 3.4. Compensation in cash is possible on the basis of a written purchase contract, strictly in Czech korunas only, up to a maximum amount equal to the contracted price of the defective items. This form of compensation is usually provided in the form of a discount on the purchase of other goods or a credit note. The amount of the supplier's compensation is determined by the prices customary in the Czech Republic.

4. Unjustified complaints

- 4.1. The customer is not entitled to claim under the warranty for defects in goods which the supplier demonstrably notified the customer of (usually by a note on the delivery note) prior to their acceptance and to which the customer did not raise a written objection.
- 4.2. The right to claim under the warranty shall expire in the event of:
 - > wear and tear of the item through normal use,
 - > improper handling and misuse,
 - > damage caused by natural forces (e.g. water, fire or lightning, etc.),
 - > damage caused by excessive loading,
 - > damage to goods during transport (such claims shall be dealt with directly by the customer with the carrier).
- 4.3. The warranty does not cover:
 - > materials supplied by the customer,
 - > design solutions used by the customer,
 - > incorrectly selected technological procedures required by the customer.
- 4.4. If the complaint is found to be unjustified, the customer is obliged to reimburse the supplier for the demonstrable costs incurred in investigating the complaint, including travel expenses.

5. Conclusion

The deadline for handling the complaint, including the removal of the defect, is without undue delay and in any event no later than 30 calendar days, unless the parties agree otherwise. This period begins on the day the complaint is received. If the deadline is not met, the consumer has the right to exchange the defective goods or withdraw from the purchase contract. For the expedited resolution of complaints, an operational form of negotiation with the customer is primarily used. In more complex and extensive cases, a complaint form is used.

These complaint rules come into effect on 26 January 2026. The complaint rules are subject to change.