

Regulations specifying the terms of sale and warranty at NSS Sp. z o.o.

1.

General terms of warranty and complaint at NSS Sp. z o.o.

1.1.

NSS Sp. z o.o. provides the warranty periods, in accordance with the below table:

Product line	Group	Warranty (months)
LINE from January 2,2018	Cameras	36
	Recorders	36
	Junction boxes	36
	Videodoorphones	36
	Lenses	36
	Keyboard	24
	*Temperature measurement system - camera TIP5240813	12
BCS Line devices bought before 2018 are covered by 24 months warranty		
POINT from January 2,2018	Cameras	36
	Recorders	36
	Junction boxes	36
	Switches	36
	Keyboard	24
VIEW	Cameras	36
	Recorders	36
	Junction boxes	36
	Keyboard	24
BASIC	Cameras	24
	Recorders	24
	Junction boxes	24
	Keyboard	24
4 in 1	4in1 BCS cameras (white/green boxes)	36
	Junction boxes 4w1	36
Transformatory	UTP	36
Zasilacze	BCS (Made in Poland)	36
Other	Dyski HDD	24
	Monitors	24
	Decoders	36
	Storage devices	36
	Security Alarm Systems	24
	Heitel	24
	Adpro	24
	IR Illuminators	24
	Goods in "Outlet" and "Sale" sections	3

The warranty period is counted from the date of issuing sale invoice by NSS Sp. z o.o.

1.2.

The warranty is considered breached if the warranty seals are broken or damaged.

1.3.

The warranty does not cover damage resulting from improper use or use in inadequate conditions.

The warranty does not apply to devices modified by the user and devices bearing traces of unauthorized repair.

1.4.

The warranty does not cover damage caused by random factors (e.g. lightning discharge, overvoltage, flooding, etc.) and acts of vandalism.

1.5.

Devices that have had software installed from sources other than those recommended by the manufacturer are not covered by the warranty.

1.6.

To submit a complaint it is required to describe the damage to a device and the situation in which the fault occurs.

1.7.

A complaint will not be sent for processing if the signs of damage are not described, or if the goods complained about are incomplete.

1.8.

NSS Sp. z o.o. reserves the right to make a payable repair, after informing the customer about the possible costs, if the device's defect was not caused by a factory but a random event (e.g. lightning discharge) or improper use. In such case, the warranty period is 3 months from the date of repair of the device.

1.9.

NSS Sp. z o.o. is not responsible for the consequences of improper use of the products sold.

1.10.

Computer programs are sold without warranty regarding their work or usability and in particular, it is not guaranteed they will work on the user's computer or using their software.

1.11.

Compatibility of sold products with other products is not guaranteed.

2.

Detailed rules of complaint.

2.1.

Shipments.

2.1.1.

If at the time of receipt of a parcel it is found that the packaging is damaged to the extent that the goods contained therein may be damaged, do not accept the parcel, and note the damage on the consignment note.

2.1.2.

After accepting a parcel, unpack it in presence of the courier and check what the condition of the item is. If any damage is found, a complaint report has to be written immediately (a courier is obliged to have a print), handed in to the courier and its copy has to be sent to NSS Sp. z o.o. immediately either by fax: (0-22) 846-23-57 or by e-mail: info@nssystem.pl with the subject line: "COMPLIMENT COMPLAINT". This action constitutes the basis for prompt settlement of complaints and the dispatch of new goods.

2.1.3.

If immediately after receiving the parcel and up to 2 working days, the customer determines that its content does not match the amount of goods appearing on the invoice or that the commodity symbol is different from what is included in the sales document, then an NSS Sp. z o.o. warehouse

assistant should be informed immediately at (0-22) 846-25-31 ext. 117 or 118. After this time, complaints regarding the above-mentioned discrepancies in the order will not be considered.

2.2.

Defects before the beginning of utilization.

2.2.1.

If immediately after receiving the parcel and up to 2 working days, the customer notices that the product exhibits problems making its use impossible (i.e. the new device does not work properly), please deliver the goods to the headquarters of NSS Sp. z o.o. or return the parcel at our expense. The parcel containing the goods complained about should be sent to the Service Department.

2.2.2.

Goods should be returned carefully packed, in the original packaging, with a description of the defect and a warranty card, if one was issued at the time of purchase. The parcel must necessarily bear the inscription: "SERVICE - FACTORY DEFECT".

2.2.3.

If a faulty device does not bear signs of use, is in full complement and has an undamaged packaging, the product is exchanged for one of full value and sent back at the expense of NSS Sp. z o.o.

2.2.4.

If the faulty device bears signs of use, is not in full complement, has a damaged packaging or is otherwise unsuitable for replacement, then the goods will be repaired in the shortest possible time and sent at the expense of NSS Sp. z o.o.

2.3.

When the goods will be damaged during use.

2.3.1.

A defective device on warranty or post-warranty is **returned** for repair **by the customer at their own expense**.

2.3.2.

If the returned device does not qualify for a warranty repair, then the procedures under point 1.8. apply.

2.3.3.

If found that the goods are undamaged and the inefficiency resulted from the customer's inability to operate the device or their unawareness of its parameters at the time of purchase, the goods will be sent back at customer's expense with addition of PLN 15 to PLN 100 net of service costs, depending on the range of service activities: testing equipment.

2.3.4.

The devices complained about should be sent back in full complement (i.e. if the recorder has been damaged, it should be sent back together with the remote control, power supply, hard drive, etc.) and carefully packed in the original packaging, with a detailed description of the damage and a warranty card, if issued when purchased. The parcel must necessarily bear the inscription "SERVICE".

2.3.5.

If the device is found incompatible with other devices or devices from other manufacturers (e.g. hard disks, cameras, etc.), the customer is required to provide a full set of devices to perform the tests.

2.3.6.

In case of providing configurable devices (e.g. digital recorders), NSS Sp. z o.o. reserves the right to update their software and reset settings to factory settings, which may be necessary during service activities.

2.3.7.

In case of a justified complaint, the device will be repaired in the shortest possible time and sent back to the customer at the expense of NSS Sp. z o.o.

2.3.8.

If the device cannot be repaired or replaced with a new one during the warranty period, a correcting invoice will be issued.