

These complaint rules are valid for all types of goods provided by Sylex, s.r.o.

1. Reasons for complaint

- ▲ Delivery of different goods than ordered goods
- ▲ Delivery of different quantity than ordered quantity
- ▲ Delivery of incorrect goods

2. Complaint for goods during the guarantee period

- ▲ When filing a complaint it is necessary to fill out the RMA complaint form and to send it to SYLEX via e-mail to the following address: quality@sylex.sk. After receiving a filled out complaint form SYLEX assigns a specific RMA number to the given form and then sends it to the Customer (via e-mail). After receiving this RMA number, the Customer must deliver the goods under complaint to SYLEX, including also a copy of the dispatch note or invoice as well as the filled out RMA complaint form. Complaints without an RMA number will not be accepted. The Customer must clearly mark the package containing goods under complaint with the inscription "COMPLAINT" and with the respective RMA number. Goods under complaint must be delivered as complete goods. Goods under complaint can be delivered in the following ways:
 - directly to SYLEX's corporate domicile
 - by courier on SYLEX account
- ▲ SYLEX will pay transport fees only in case of acknowledged complaint, except cases in which the Customer delivers the goods directly to SYLEX's corporate domicile.
- ▲ The RMA form must unconditionally report a description of the defect. In case of unauthorized complaint (or goods under complaint) which does not present any defects, all costs relating to the process will be charged to the Customer.

3. Delivery of different goods than ordered goods

The goods must be returned without damage in their original packing. The shipment can be opened and re-packed in the original packing only for the purpose of goods identification. The complaint must be filed within 10 calendar days of the date of goods acceptance. The complaint will be settled by goods exchange. Correct goods will be sent to the Customer within 10 working days of the receipt date of the goods under complaint.

4. Delivery of different goods than ordered goods

The complaint must be filed within 10 calendar days of the date of goods acceptance. If the complaint is justified, the missing quantity of goods will be sent to the Customer on the soonest date agreed with the Customer.

5. Delivery of different goods than ordered goods

The complaint must be filed during the guarantee period, i.e. within 1 year since the date of goods acceptance. Our products/goods are produced according to the standards reported on our website (www.sylex.sk), unless the Customer provided additional specific standards. The notation incorrect goods means product/goods that do not meet our standards or the standards additionally specified by the Customer. SYLEX will not accept complaints due to defects caused by unprofessional and negligent treatment, or defects that are as a consequence of accidental events and natural disasters. During the guarantee period of delivered goods, justified complaints will be settled with no charges for the purchaser. In cases of justified complaint due to incorrect goods, we will send a replacement to the Customer on the shortest term (which will be individually agreed with the customer), or else we will issue a credit note (if the Customer does not wish to accept complaint settlement through replacement).

6. Delivery of different goods than ordered goods

- ▲ Reparation of goods after guarantee period will be carried out on the basis of a written order.

Complaint rules

- ▲ The Customer will send the order to SYLEX via e-mail, incl. previously defined price and filled out RMA form; then we will assign a RMA number to this form and will send the form back to the Customer.
- ▲ The Customer will send or directly deliver goods to SYLEX. The goods must be clearly marked with the inscription "REPARATION" and with the RMA number. The Customer will send the goods, including filled out RMA form and source document of the order with respective price. If the above mentioned requirements are not met, the goods will not be accepted and they will consequently be returned to the sender (and any relating costs will be charged to the Customer).
- ▲ Transport fees to/from SYLEX will be paid by the Customer. If goods are sent at the expense of SYLEX, we will not accept them and we will return them to the sender without previous notice.

Complaints can be made exclusively in the corporate domicile of Sylex, s.r.o.

Drawn up by: Ivan Golian - Quality Manager

Approved by: Dana Synaková - General Manager