

## Warranty Conditions for Euronics Business Clients (non consumer)

Based on the best interest of the Business Client, in case when defects occur in purchased products, Euronics (further Seller) offers Business Client more favorable warranty conditions in comparison with the provisions of the law. When defects occur in purchased products, Business Client has the right within 6 months starting from the moment of purchase of products to demand product repair, relying on the following terms and conditions:

1. When defects occur in products that were bought in Seller's store or in a web environment then Euronics undertakes to eliminate them at his own expense if:

1. Business Client informs the Seller about product defects in writing by sending a letter to the e-mail address [klienditeenindus@euronics.ee](mailto:klienditeenindus@euronics.ee) and/or appeals with defective product to the Seller's representation or to a Seller-managed partner who provides technical maintenance.
2. When transferring a defective product Business Client provides product purchase document (for example, an invoice or cash receipt). When if during the transfer was not issued a separate document it is expected that the product was transferred when issuing a purchase document.
3. When product defect occurs Business Client must immediately end use of the product and apply to the Seller. Defective product must be delivered to the Seller as soon as possible but not later than one month after the occurrence of a defect.
4. To obtain Business Client warranty rights it is necessary to submit a purchase document (for example, an invoice or cash receipt).
5. Product purchase price equaled or was greater than 25 euro (without sales tax).

2. The Seller has the right to refuse from eliminating the product defect if:

1. Initially installed or printed on the product or its parts serial number, check sticker or marking sticker are being damaged, deleted or replaced.
2. The defect of the product is caused due to normal wearout by the intended use of the product.
3. The defect of the product is caused due to a wearout of wearable accessories, parts of the product, subjected to a periodic replacement during the operational period of the product (such as conventional batteries, accumulators, printer cartridges, mandrels, bulbs etc.).
4. Product defect (as a rule for electronics) after its transfer is caused due to software installed or the influence of additional accessories connected to the product.
5. The product was not used purposefully, and the usual care responsibilities were not carried out.
6. The claim affects training in use of the product, adjustment, service, cleaning, restoration of marketable condition.
7. Product defect was caused due to mechanical damage or other external factors (including thunderstorm, excessive or insufficient voltage, voltage fluctuations, high humidity or liquid damage, too high or low temperature or other clearly unacceptable environmental conditions).
8. The product stopped its work due to a fault of Business Client as a result of misuse, non-observance of usage guide regulations or in case of defect emergence if stored incorrectly or when overloading.
9. The product was repaired earlier or there was a repair attempt carried out by a person unauthorized or unskilled for this purpose or an existing product defect appeared earlier than 30 days before his submission to the representation of the Seller.
10. The claim is presented to product defect which was fixated during the moment of sale.

3. If necessary, defect occurrence fact or its reasons determines the authorized representative on behalf of the Seller. If the product shows defects or the reasons of their occurrence are those which the Seller, on the basis of existing conditions, is not obliged to eliminate at his own expense, or if it turns out that the product has no defects, then Business Client, at Seller's request, must refund reasonable costs related to expert review carried out.

4. The Seller has the right, at his discretion, instead of repairing the product, replace the product with other, equivalent to the basic functionality or refund the cost of the product in money equivalent, guided by a reasonable reduction in value arising from the use of the device (reduction in value is 3,125% of purchase price per month). When replacing the product by an equivalent analogue or in case of compensation in money equivalent it is considered that the Seller fulfilled his product defects elimination obligations to the end.

5. Product repair demand arising as a result of a product defect is not allowed to be passed to third parties. The elimination of product defects may be required by the same Business Client who bought the product.

6. The only duty of the Seller is to repair product defects or to replace the product for another one on the basis of these conditions. The Seller does not bear responsibility for any other losses or damages including economic or non-compensable losses such as price paid for the product, decrease in income, revenue reduction, data loss. In addition to all, for product or associated with it reduction in pleasure received from its use, also indirect, random lesions and losses related to it.

7. During the definition of responsibility at malfunctions recognition the Seller relies on Seller's official partner providing repair services. If by results of diagnostics it will turn up that the cause of defects are the factors listed above but, at the same time, product repair is possible, then Business Client has an opportunity to order paid repair.

8. If the Business Client does not agree with the opinion of the Seller's partner providing repair services then Business Client must prove that:

1. it is a defect (only with expert judgement);
2. defect or its cause existed during the moment of product transfer;
3. The Seller is responsible for the defect.

9. In addition to Business Client rights arising out of the terms of the guarantee, Business Client is endowed with all other rights in accordance with the legislation of the Republic of Estonia.

Conditions are valid starting from 01.04.2018.