

## WARRANTY CARD

*The power of AIR*

1. These Warranty Terms constitute an integral part of all sales agreements concluded by Venture Industries Sp. z o.o., hereinafter referred to as the "Guarantor." Venture Industries Sp. z o.o. provides 12-month warranty for Venture Industries Sp. z o.o. products, and a 12-month warranty for fans in ATEX execution.
2. The warranty covers latent manufacturing defects of the devices that appear during proper use in accordance with the technical requirements specified in the Technical and Commissioning Documentation.
3. The warranty expires in the event of:
  - a) improper selection of the product for the conditions at the installation site,
  - b) operation of the device contrary to its intended use (as specified in the Technical Documentation) and the user manual,
  - c) having periodic maintenance or repairs performed by any party other than Venture Industries Sp. z o.o.,
  - d) failure to pay for the delivered devices and services within 60 days from the payment due date. In such case, until the Claimant settles the outstanding payments in full, the Guarantor has the right to refuse acceptance of the claim.
  - e) incorrect installation, storage or transport of the product, mechanical, chemical or thermal damage, or intentional damage to the product causing the defect,
  - f) damage resulting from power surges or voltage drops in the electrical grid,
  - g) connecting the power supply and checking the electrical system by a person without professional authorization required by applicable regulations,
  - h) damage to the product caused by using non-original or non-compliant materials,
  - i) breaking of seals,
  - j) failure to provide proper electrical installation parameters or appropriate power supply type,
  - k) use of non-original spare parts,
  - l) repairs performed by unauthorized persons,
  - m) abnormal weather conditions, natural disasters, vandalism, force majeure, or other random events beyond the control of Venture Industries Sp. z o.o.
4. If the Guarantor determines that the defect results from any of the events described in point 3, the claim may be rejected. In the event of a rejected claim, the product will be returned to the Claimant provided that the Claimant covers the cost of shipping the product back to the Purchaser.
5. Venture Industries Sp. z o.o. undertakes to perform warranty service within approximately 14 days from the date of receiving the claim. The Guarantor reserves the right to extend this period in the case of a device manufactured to individual specifications or one requiring special components made exclusively for that product; the period may be extended by the time necessary to obtain/produce such components. The warranty period is extended by the duration from the date the defect is reported until the date the warranty repair is completed.
6. The warranty does not cover normal wear and tear of the product. Spare parts subject to natural wear (consumables) are not covered by the warranty. Such parts include, among others:
  - bearings,
  - filters,
  - belts.
7. Parts replaced during the warranty period are covered by a 12-month warranty.

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8. The defect must be reported to the Guarantor immediately, no later than 7 days from its detection. A Failure Report (F-06.06.01 Complaint card) in written form should be sent to the registered address of Venture Industries Sp. z o.o., by e-mail (venture@venture.pl, Export.Service@venture.pl), or by fax: +48 22 751 22 59. A warranty claim requires submission of the warranty card and the purchase invoice (scan or photocopy) for the device supplied by Venture Industries Sp. z o.o.  
The Guarantor is not responsible for claim processing delays caused by incomplete or misleading defect descriptions.
9. If the device is installed in a way that prevents safe access in compliance with occupational safety regulations and prevents repair at the installation site, the Guarantor will suspend service activities until the device is made safely accessible. Ensuring accessibility is at the Purchaser's cost, and the deadline referred to in point 5 will be appropriately extended.
10. The Guarantor reserves the right to charge the Purchaser/Entity submitting the warranty claim for the service costs if the device is found to be fully functional and the service request was unjustified, or if the claim is rejected due to circumstances described in point 3.
11. Before replacement of the product, its repair, or reimbursement of costs, the Purchaser is required to return the claimed product in complete condition.
12. The claimed product must be properly secured for transport. The Guarantor is not responsible for damage resulting from improper packaging or securing of the product by the Purchaser.  
After completion of the repair, the product will be returned at the Guarantor's cost.
13. The Guarantor is not liable for any direct or indirect losses or damages incurred by the Purchaser due to a product defect, including damage or loss of other equipment, downtime, loss of profits or income, costs of replacement goods, etc.
14. All disputes arising from the warranty shall be resolved by the court having jurisdiction over the registered seat of the Guarantor.

## COMPLAINT CARD

### Completed by the manufacturer's SERVICE

Venture Complaint number  
(RMA): \_\_\_\_\_  
Production order: \_\_\_\_\_  
Date of acceptance: \_\_\_\_\_

Guarantee  
notification:  \_\_\_\_\_  
Post-warranty  
notification:  \_\_\_\_\_

### DATA OF THE SUBMITTING COMPANY

Complaint no\*: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Adress: \_\_\_\_\_  
City/Town: \_\_\_\_\_  
ZI /Postal code: \_\_\_\_\_  
VAT no: \_\_\_\_\_  
Name and surname of applicant: \_\_\_\_\_  
Phone: \_\_\_\_\_  
e-mail: \_\_\_\_\_  
Position: \_\_\_\_\_

### PRODUCT DATA

Invoice number: \_\_\_\_\_  
Order number: \_\_\_\_\_  
Purchase date: \_\_\_\_\_  
Product name: \_\_\_\_\_  
Product number: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Quantity: \_\_\_\_\_  
Date of application: \_\_\_\_\_

### NO POSSIBILITY TO SEND THE PRODUCT TO THE MANUFACTURER'S PLANT

Facility/Name: \_\_\_\_\_  
Adress: \_\_\_\_\_  
Launch date: \_\_\_\_\_  
Last inspection date: \_\_\_\_\_  
Product location (height): \_\_\_\_\_  
Reason for not being able to send  
the product to the  
manufacturer's plant: \_\_\_\_\_

### REASON OF COMPLAINT – (description of defects and circumstances of their occurrence)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Where did the wrongdoing occur? \_\_\_\_\_

\* Complaint number of the reporting company

## COMPLAINT CARD

<b>MANUFACTURER'S NOTES - DECISION REGARDING COMPLAINTS:</b>	
The complaint was accepted/disallowed for the following reasons:	
The person considering the complaint:	
Date of complaint handling:	
<b>Further complaint proceedings – information for the customer:</b>	

\_\_\_\_\_  
(Date, stamp and signature of the service technician)