

COMPLAINT REGULATIONS

Rules for submitting complaints, reporting non-compliance with delivery, return and exchange of goods define the behavior of the client (Buyer) and the company TT PLAST S.A. with headquarters in Targowisko 476 (hereinafter referred to as the Guarantor) in the event that despite all efforts made by the above-mentioned company in striving to maintain the highest quality of products, it appears justified on the part of the buyer the reason for the complaint.

§1. General provisions

1. Complaints (quality and material) should be submitted in writing to the e-mail address reklamacje@ttplast.com.
2. The client's application should include:
 - product designation (name or catalog number)
 - quantity (given in meters or pieces)
 - a scan of the shipping document (WZRO / WZRC) with the driver's signature confirmation-compliance or, in justified cases, the document number itself (shipment to pallets, quality complaints),
 - in the case of a quality complaint, a description of the defect and / or photos showing the defect,
3. Confirmation of receipt of the application is sent immediately after obtaining the necessary information (mentioned above) with an individual application number.
4. The acceptance of the application is not tantamount to its positive consideration. Information about the end of the complaint procedure is sent in a separate message.
5. Notifications, depending on the nature of non-compliance, are treated as:
 - **material complaints** (quantitative) - non-conformities regarding the quantity and type of delivered goods against the delivery note or order. Exact procedure is specified in paragraph 2 of these regulations.
 - **quality complaints** - defective products, which means that the characteristics of the goods have changed for reasons attributable to the manufacturer, through the use of inappropriate or poor quality material, wrong technology or wrong design. Precise description the principles of this type of complaint are described in paragraph 3.
6. The company TT PLAST S.A. undertakes to consider the **complaint within 14 working days** from the date of its submission. In the case of independent reasons, in particular the need to obtain opinions from external entities, this period may be extended **up to 30 business days**.
7. For products returned to TT PLAST S.A. a return card is issued.

§2. Material complaints (quantitative)

1. **Quantitative complaints** regarding the delivered delivery should be found upon receipt of the delivery and reported in accordance with §1 of these regulations at **the latest on the first working day after delivery**. In the event of delivery of goods by TT PLAST S.A. on EURO or industrial pallets and difficulties with checking the goods or filing a complaint upon its receipt, The Buyer has the right to submit a complaint in the delivered delivery **up to 3 days from the date receipt of delivery** (or in accordance with the provisions of commercial contracts).
2. Any discrepancies in quantity or product type should be clearly legible signature of the driver delivering the goods and the person authorized to collect the goods on the side The buyer. This fact may be made on the delivery documents (WZRO) or on internal customer document.
3. In the event of refusal to write a complaint protocol by the person delivering the goods (driver) write down the personal data of the employee of the transport company (driver) - name, the name, the name of the shipping company and immediately pass this information on to the person responsible for complaints on the part of TT PLAST S.A.
4. In the absence of a material complaint within the prescribed period, in writing (by by e-mail), it is considered that the Buyer has accepted the delivery in full, and the amount indicated on the invoice sale, is due on the agreed payment date, also in the event of non-delivery to TT PLAST S.A. the information referred to in §2 - complaint procedure for the Buyer will be closed.

§3. Quality complaints

1. The company TT PLAST S.A. is liable for defects in the goods depending on the manufacturer during the period warranty for the goods for a period of 1 year from the date of delivery of the goods (in justified investment cases for specific product groups as agreed in writing both sides).
2. **Quality complaints** should be reported **no later than 7 days from the date of its detection**.
3. Responsibilities of TT PLAST S.A. includes: refund of the purchase price or exchange of goods defective for reasons attributable to the manufacturer at the expense of the manufacturer within 21 working days from the date of considering the complaint. You are entitled to a refund of the purchase price only provided that the company TT PLAST S.A. does not have non-defective goods that can be delivered To the buyer in exchange for defective goods.
4. The manufacturer is not liable for defects in the goods that arise for reasons beyond its control from the manufacturer, i.e. caused in particular by:
 - mechanical damage, eg improper transport, loading or unloading,
 - improper way of storage / storage (ie influence of atmospheric conditions, pollution, moisture, etc.),
 - damage resulting from the actions of third parties,
 - damage resulting from improper installation or use,

- use inconsistent with the intended use or approval,
 - installation and repairs performed by unauthorized persons,
 - failure to comply with the warranty terms for a given group of products,
 - natural degradation of the material, which is beyond the Manufacturer's control and which he is not responsible for, and can in no way prevent the consequent changes in parameters resistance caused by continuous, long-term pressure on the pipe after burial in the ground and / or under the influence of UV radiation.
 - the action of higher forces.
 - failure to follow the transport instructions, handling and storage of pipes
 - non-compliance with the - "pressure pipes assembly instructions",
 - failure to comply with the technical design developed for a specific facility taking into account Polish standards and technical and construction regulations,
 - improper selection of the laying technique to the ground conditions, Relevant instructions and guidelines are available for download on the Manufacturer's website: www.ttplast.com.
5. The basis for considering the complaint in justified cases is an earlier return of defective goods, in order for the Manufacturer to assess the existence of the cause disadvantages.
 6. The basis for replacing the product with a new one or returning the purchase price is an earlier return defective goods.

§4. Final provisions

1. In connection with the granted guarantee, the parties exclude the application of the provisions on warranty.
2. In the event of failure to comply with the above recommendations, the warranty becomes void
3. The rules contained in these regulations may be changed by mutual consent in the contract business with the client.
4. In the case of finding an unjustified complaint, all complaint costs and transport costs incurred by the manufacturer are to be covered by the claimant, **within 7 days from the date of issuing the VAT invoice.**

Related documents:

- Manual - Transport, handling and storage of pipes manufactured by TT PLAST S.A.
- Assembly instructions for pressure pipes
- Goods return card,

*The documents are available for download on the Manufacturer's website:
www.ttplast.com
in the "Download" tab.*

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