

**GENERAL TERMS AND CONDITIONS OF WARRANTY (GTCW)****for Dedicated Products and Electronics of Horizon  
Technologies Sp. z o.o.****§ 1. Scope and Period of Warranty**

1. The Seller grants the Customer a quality warranty for the delivered products for a period of **12 months** from the date of releasing the goods from the Seller's warehouse (unless the commercial offer or the agreement of the Parties states otherwise).
2. The warranty covers exclusively latent (hidden) defects of the product resulting from causes inherent in the product itself, in particular manufacturing defects, design defects (provided that the design was the responsibility of the Seller), or latent defects of the materials used.
3. The warranty applies solely to B2B commercial relationships between the Seller and the direct Customer. In the event that the product is integrated by the Customer into end-user devices, warranty support shall be provided exclusively between the Seller and the Customer.

**§ 2. Warranty Exclusions**

The warranty does not cover defects and damages resulting from:

1. Mechanical, thermal, or chemical damages (e.g., cracks, liquid spills, scratches on front overlays) occurring after the moment the goods are released to the Customer or to the courier company. In the event that transport damage is detected, a mandatory condition for the complaint to be considered is for the Customer to draw up a damage report with the carrier at the time of receiving the shipment and immediately (within 2 business days) forward it to the Seller.
2. Incorrect assembly, integration into the target device, improper electrical connection, or operation inconsistent with the technical specification (e.g., exceeding supply voltages, lack of ESD protection).
3. Modifications, repairs, alterations to the product structure, or interference with the internal software (firmware) performed by the Customer or third parties without the prior consent of the Seller expressed in a documentary format.
4. Natural wear and tear of materials due to operation (e.g., a decrease in the elasticity of microswitches after exceeding the number of clicks declared in the specification, natural degradation of graphic coatings under harsh industrial conditions).
5. Operation of the device in an environment that does not meet the technical requirements (e.g., lack of the required EMC shielding of the customer's device, insufficient ventilation, or failure to maintain the IP ingress protection rating during installation).

**§ 3. Complaint Procedure**

1. The Customer is obliged to report a detected defect in a documentary format (via e-mail or the ticketing system) within **14 days** of its disclosure, describing the symptoms of the fault.
2. Prior to shipping the goods, the Parties may conduct a preliminary, remote technical verification to exclude configuration errors on the Customer's side. After confirming the necessity of a laboratory verification, the Seller shall assign a complaint number to the case.

3. The Customer shall deliver the complained product to the Seller's registered office at their own expense. If the complaint is deemed justified, the cost of return transport of the repaired/new product to the Customer shall be covered by the Seller (50/50 cost-sharing principle).
4. The Seller undertakes to make a decision on the validity of the complaint within **14 business days** from the date of delivery of the goods.
5. In exceptional situations (such as the necessity to conduct advanced laboratory expert evaluations at the manufacturer of microprocessors or components), this period may be extended by the time necessary to obtain the expert report, but by no more than an additional 21 days, of which the Seller shall inform the Customer along with a justification.
6. The repair or replacement of the product under the warranty does not start the warranty period anew, nor does it extend it. The warranty for the replaced or repaired product ends upon the expiration of the original warranty period specified in § 1 section 1.

#### **§ 4. Method of Complaint Settlement**

1. If the complaint is deemed justified, the Seller, in consultation with the Customer, undertakes to remedy the defect within **30 business days** from the date of delivery of the defective goods to the Seller's service department, through (at the Seller's discretion):
  - o **a)** free repair of the defective product,
  - o **b)** delivery of a product free from defects (replacement),
  - o **c)** issuance of a correction invoice (refund of the price) in the event that repair or replacement is impossible.
2. If remedying the defect requires restarting the production cycle and there are documented component shortages on the market (allocation), the Seller shall exercise due diligence to source the parts on a priority basis, informing the Customer of the scheduled delivery date.
3. Filing a complaint does not entitle the Customer to automatically withhold payments for other, undisputed and completed deliveries, unless the Parties determine otherwise by a separate agreement.
4. In the event of an extremely unjustified complaint filing (e.g., a fully functional device, a defect caused by intentional actions of the user), the Customer may be charged with the actual, documented costs of performing the technical evaluation and the return transport costs.
5. The complained product must be delivered in a complete condition, allowing for fault diagnosis in a test environment, and must be adequately protected against damage (including being placed in antistatic packaging/ESD film). The Seller has the right to refuse to accept the claim or perform an evaluation if the product is delivered in a manner that prevents verification of the fault or shows signs of damage resulting from grossly negligent packaging by the Customer.