



WARRANTY CARD - ORTHOSIS

Model:

Serial Number:

Seller:

TERMS OF WARRANTY

I. Scope of the warranty

- 1) Guarantor (producer) is WIMBA Poland Sp. z O. O. placed ul. Fabryczna 20A, 31-553 Kraków.
- 2) Guarantee period is 12 months and starts from the date of receiving the product by the buyer. The buyer shall be understood as a veterinary clinic/animal physiotherapy center that ordered the product directly from WIMBA.
- 3) Warranty rights may be exercised on the basis of a warranty card, completed by the seller on the basis of the proof of purchase or directly on the basis of the proof of purchase (invoice), including: date of purchase, model and quantity of purchased goods.
- 4) The warranty claim must be made immediately after the defect is revealed, but before the warranty period expires.
- 5) Order cancellations will not be possible once the production process starts. Clients can resign from receiving the order but are obliged to pay the full price.
- 6) The deadline for considering the claim is 14 working days from the date of delivery of the claim. In challenging cases, this period is 30 working days, and if complaint examination requires a detailed technical analysis or sending the goods to the supplier,

then time for considering the complaint may be extended accordingly, of which the Guarantor will inform the buyer.

- 7) Warranty rights can be executed only under specific conditions: proper storage, assembly and operation in accordance with the manual and strict adherence to it.
- 8) The place of performance of obligations arising from the guarantee is the registered office of the Guarantor.
- 9) The warranty options are limited to:
 - a) replacement of the defective part with a new one,
 - b) repair of the damage, OR
 - c) providing a new brace, only if the two above options cannot be fulfilled.
- 10) In the event of damage to the brace axis, the Guarantor will send a new axis under the warranty claim. Other elements (tokens, inserts, insert fasteners, etc.) should be transferred from the original product unless otherwise specified in written communication with the Customer Service department.
- 11) The User is obliged to stop using damaged products. If necessary, the User is also obliged to deliver a complete product with its original packaging and proof of purchase to the Guarantor.
- 12) The product sent to the Guarantor's office as part of the complaint must be thoroughly cleaned and dried.

II. Warranty Exclusions

- 1) The warranty does not cover:
 - a) damage resulting from improper use of the product;
 - b) damage during transport;
 - c) accident or hit;
 - d) damage resulting from structural changes, repairs made by oneself without consulting the manufacturer and the use of original spare parts;
 - e) orthosis being lost;
 - f) orthosis being chewed on by the dog.
- 2) The warranty does not cover normal wear and tear of the product.
- 3) The warranty may not be accepted if not all the required documentation and materials have been shared with WIMBA.

III. Filing a complaint

- 1) Eligibility for resolution: all claims should be sent via email to help@wimba.vet. It is obligatory to attach:
 - a) clear images or videos of the defect or damage;
 - b) detailed description of how the damage occurred;
 - c) purchase data, serial number, dog's name.
- 2) If required, the goods should be delivered to the Guarantor's registered office. Delivery of the defective product covered by the warranty to the Guarantor's office is the responsibility of the buyer.

We reserve the right to modify this resolution policy at any time. Any changes will be effective immediately upon posting on our website.

By making a purchase with WIMBA, you acknowledge and agree to the terms outlined in this resolution policy.