

COMPLAINT REPORT CARD

Master-Sport Automobiltechnik (MS) GmbH

(Product name and code)

THE SUBJECT OF THE WARRANTY AND THE GUARANTOR

1. Subject to a warranty given in accordance with this guarantee card are the elements of MASTER-SPORT branded suspension parts for passenger cars, vans and off road cars called further "products".
2. Guarantor of this warranty card is MASTER-SPORT-Automobiltechnik (MS)-PRODUCTION DISTRIBUTION CENTER with Headquarters in Gorlice, 11 Listopada Str. No. 68, 38-300 Gorlice/Poland.
3. This warranty does not exclude, limit or suspend buyer's rights arising from the lack of product conformity with sales agreement.

WARRANTY PERIOD

1. Warranty includes use of the product within 24 months from the date of sale and/or 36 months from the date of the sale of selected products*.

(* The list of Products with extended warranty period is available on MS web site or in the original packaging of selected products).

TERMS OF HANDLING WARRANTY

1. Terms of the warranty are following:

- Completion of notification claim on the form provided by the Guarantor,
- submission of a written complaint with claim notification,
- provide Guarantor with the faulty part,
- submit the warranty card,
- submit the proof of product purchase,
- upon request of the person receiving warranty or the Guarantor- enable Guarantor to check the technical condition of vehicle

All above conditions have to be met together.

2. Any claims must be made at point of sale, where the warranty card has been issued.

3. Complaints are considered within 30 working days from the date of filing the complaint in the manner specified in paragraphs 1 and 2.

4. Guarantor's decision on accepting or refusing the claim is final therefore Buyer has no rights of further complaints Guarantor's decision related.

5. The warranty does not cover compensation for temporary failure of the vehicle, any inconvenience associated with filing a complaint or other costs or expenses.

6. In case warranty has been accepted, the faulty products are to be exchanged for the brand new product. If the guarantor is not able to exchange the product for the same brand new resulted from production finish, the Customer is entitled to a refund of the purchase price of the product.

7. Filing a complaint in the manner specified in paragraphs 1 and 2 constitutes acceptance of the warranties set forth herein.

SITUATIONS NOT COVERED BY WARRANTY

1. This warranty does not cover any products repaired, regardless of the manner as well as extent of repairs and the person who repaired product.

2. This warranty does not cover goods damaged resulted from:

- failure caused by inadequate use and/or omitting operational requirements of the Products, as defined by the Guarantor,
- incorrect assembly or disassembly, i.e. use of incorrect tools
- the incorrect use of the product,
- the misused operations, i.e. mounting the device in a vehicle other than on a list provided by the manufacturer,
- the poor technical condition of the vehicle, including the incorrect or defective suspension geometry, damaged or worn shock absorbers, brakes, springs or other suspension components,
- mechanical damages i.e. the wheels hit a barrier-type curb gap on the road,
- the overloading of the "product" and improper use of pressure (to high or too low),
- road accident of vehicle,
- conscious damage to the product,
- use the product in a sports competition or having the characteristics of sport competition, in particular, amateur and professional races*.

(* The use of the product in a sports competition or having the characteristics of sport competition is allowed, only after obtaining written consent from the Guarantor.)

3. In the case of suspension kits (product consisting of several elements) only defective item will be replaced.

In case any of warranty points of this card will be broken, the Guarantor reserves the right to claim reimbursement an expert as well as product return costs related.

OPERATING REQUIREMENTS

1. For proper operation of the product the user is obliged to follow the principles below:

- assemble and disassemble the Product only at authorized services,
- when selecting and purchasing the product consult your dealer for information product and product use related,
- after the exchange of product obligatory check the geometry of the vehicle at diagnostic station,
- tires mounted on a vehicle must be in accordance with technical requirements set out in a vehicle book.

I agree to the processing of my personal data for the complaint procedure.

According to Regulation of the European Parliament and of the Council (EU) 2016/679 dated 27 April 2016 in the matter of the protection of individuals with regard to the processing of personal data and on the free movement (GDPR). Consent is voluntary. I have the right to withdraw my consent at any time (data are processed until the withdrawal of consent). I have the right to access, rectify, delete or limit processing of the data, the right to object, the right to submit a complaint to the supervisory authority or transfer the data. The administrator processes data following the Privacy Policy. The administrator are:

- MASTER-SPORT Automobiltechnik (MS) GmbH, Leopoldstr. 244, 80807 München;
- Master-Sport-Automobiltechnik (MS) Sp. z o.o. Branch office in Poland, 11 Listopada 74, 38-300 Gorlice;
- Master-Sport-Automobiltechnik (MS) Production-Distribution Center Wieslaw Rutka, 11 Listopada 68, 38-300 Gorlice;

MASTER-SPORT Automobiltechnik (MS) GmbH
Leopoldstr. 244, 80807 München

Name	
Surname	
Company name / acronym	
Street / house no. / apartment	
Zip code	
Town	
Contact phone number	
e-mail address	
Receipt / invoice no.	
Date of complaint report	
Complaint description (faults etc.)	

I confirm the correctness of the data included in the "Complaint Report Card", as well as in the attached documents.

.....
Date

.....
Customer's signature

I, the undersigned, while being aware of the responsibility for stating the untruth, according to art. 271 § 1 of the Penal Code

.....
Customer's signature

FILLED IN BY MS COMPLAINT DEPARTMENT

Complaint No.	
Date of filing in the complaint	
Description of the fault provided by an employee	
Complaint considered:	<input type="checkbox"/> unjustified (customer informed) <input type="checkbox"/> post-sale service (adjustment) <input type="checkbox"/> justified (choice complaint)
..... Date Signature of the employee at MS complaint department