HARDWARIO STORE

Claims for Defective Goods

How to make a claim for defective goods bought from HARDWARIO: where to send it, what to include and how long it takes. The rights from defective performance are set out in the Terms of Sale HLN.261008.01.

DOCUMENT: HLN.261008.03-R3 **VALID FROM:** October 28, 2026 **SUPERSEDES:** HLN.261008.03-R2

Where to send a claim

E-mail	ask@hardwario.com
Address for sending or handing over goods	HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic

You can send a claim by e-mail or by letter. In some cases the goods have to be handed over physically for the claim to be settled properly (Clause 12.11 of the Terms of Sale); you can send or hand over the goods at the address above.

What to include

- your name or company name and contact details (e-mail, telephone),
- the order or invoice number and the date of purchase,
- the product name and its serial number (SN; for devices with cellular connectivity also the IMSI),
- a description of the defect: what exactly does not work and under which circumstances,
- the remedy you request.

You may use the claim form at the end of this document, but it is not obligatory.

Consumers

If you buy outside your business activity, Article 12 of the Terms of Sale applies. In short:

- You can claim defects that appear within two years of receiving the goods; if a defect appears within the first year, the goods are presumed to have been defective on receipt.
- You can request delivery of new goods free of defects or a repair; under the conditions of Clause 12.5, a reasonable discount or withdrawal from the contract.
- We confirm your claim when you make it, or, if you send it by e-mail or letter, without undue delay after we receive it; the confirmation comes by e-mail and states how long we expect it to take.
- We settle the claim without undue delay and no later than 30 days from its receipt, unless we agree on a longer period.

- If the claim is justified, we reimburse the costs you reasonably incurred and can document (for example, shipping).

If you are not satisfied with how your claim was settled, you can turn to the Czech Trade Inspection Authority (Česká obchodní inspekce), which is competent for the out-of-court resolution of consumer disputes (https://www.coi.cz).

Businesses

If you buy as part of your business activity, Clauses 4.4 to 4.8 of the Terms of Sale apply, and for HARDWARIO hardware the Warranty Terms HLN.261009.06. In short:

- Inspect the goods within 10 business days of receipt; notify any shortage, visible damage or other apparent defect in writing within that period.
- HARDWARIO hardware carries a 24-month warranty from delivery. Report a defect to ask@hardwario.com with the serial number (HSN); we give you an RMA number for the return.
- Send the defective goods at your own cost and risk to our registered office; we send the repaired or replacement unit back at our cost.
- Goods of other manufacturers carry their manufacturer’s warranty; we help you claim it.

Claim form

Complete and send to ask@hardwario.com, or enclose with the shipment of the goods.

CUSTOMER

Customer (name or company) _____

Contact person _____

E-mail and telephone _____

Address _____

_____

GOODS CLAIMED

Product name _____

Serial number (SN, IMSI) _____

Order or invoice number _____

Date of purchase _____

Description of the defect _____

_____

_____

Requested remedy _____

COMPLETED BY HARDWARIO

Claim number _____

Date the claim was received _____

Handled by _____

HARDWARIO's statement _____

_____

Date the claim was settled _____