



WARRANTY LETTER

For Uniqball accessories

Product:

Date of purchase:

Guarantee request can only be validated with the invoice or with the Warranty Letter which has been sent to your e-mail address.

INFORMATION ON WARRANTY RIGHTS

In case of faulty performance you have the following warranty options.

1. Legal warranties

1.1. Service part liability

In the event of defective performance by Uniqball Ltd, you have the right to validate a Service part liability claim under the regulations of the Civil Code.

You-by your choice- can claim for one of the above mentioned service part warranties:

- You can ask for service or replacement, unless your option may not be realized or would mean unreasonably high costs for the business. If you didn't opt for service or replacement, than you can choose to have the proportional discount on the contract or you can repair the product yourself at the expenses of the company, or in the last resort you can withdraw from the contract.
- You can change your option of service part liability to another, nevertheless the costs related to this change shall be covered by you, unless the change was well-founded or it was caused by the company.
- You are obligated to notify the business about the defect forthwith, but no later than within two months of the discovery of the defect. However, please note that after the two-year period from the date of the contract it is not possible to enforce the rights of a liability.

Enforcement of your service part liability claim, within six month of the date of fulfillment has no other conditions than the notification of the company of the defect if you are certifying that the product or the service was purchased from the Uniqball Ltd. However, after six months have elapsed from the date of fulfillment you must prove that the defect discovered by you already existed at the time of fulfillment as well.

1.2. Product liability

Should the event of defective performance by Uniqball Ltd, occur you have the right to validate your right described in the 1.1. Point or you can opt for Product liability.

In case of choosing Product liability you may ask only for the service or replacement of the defected product.

The product is defected if it fails to meet effective quality standards at the date of selling it or if it does not have the properties included in the manufacturer's description.

You can enforce your Product liability within two years of the sales of the product by the manufacturer. After this period you will not be able to enforce this right.

Product liability may only be exercised against the vendor or against the manufacturer.

In case of enforcing product liability right you need to prove that the product is defected.

The vendor or the manufacturer shall be exempt from product liability only if they can prove that:

- The product was not produced or wasn't placed on the market as part of his business activity or
- it was not possible to discover the defect with the scientific and technological knowledge at the time or
- The defect of the product results from the application of the law or obligatory regulations by authorities.

The vendor or the manufacturer can be exempt by proving one of the above mentioned criteria.

Please note that for the same defect the Service part and the Product Liability cannot be enforced at the same time. However, in case of effective enforcement of product liability demand, you can demand service liability against the manufacturer for the replaced part.

2. 2. Commercial guarantee

Our goal is to deliver products to the complete satisfaction of our customers.

The duration of the commercial guarantee for quick release plates, clamps, gimbals and adapters is 1 year starting on the day of delivery.

Guarantee request can only be validated with the invoice or with the Warranty Letter which can be downloaded from our webshop.

How to return or exchange an item:

1. Place the product into a shipping carton.
2. Include the invoice or Warranty Letter and the reason for the return. If the product is defective, please specify the defect.
3. Ship via a method that provides both insurance and tracking. Return shipping charges are the responsibility of the customer. We are not responsible for lost or damaged packages.

Send returns to:

Uniqball Ltd. Return Dept.

H-6728 Szeged, Dorozsmai út 35., Hungary

Claims for damaged or missing items must be received within three business days of receipt of merchandise.

Please keep warranty letter, and receipts. They are very important if the merchandise is damaged, becomes defective or needs to be returned.

The warranty does not cover any defects or costs caused by:

- improper installation, unless it is due to a shortcoming in the installation instructions.
- if the product went through improper and/or unnecessary modifications
 - improper use of the product causing physical damage;
 - any use of the product other than intended;
- improper storage of the product, abuse of it
 - natural disaster;
 - failure to comply with care and maintenance instructions accompanying the product;
- special or custom order items also will not be accepted.

You will have to bear the direct cost of returning the goods.

45/2014 (II. 26.) is the governing law with respect to handling guarantee requests. In case of dispute you shall initiate the process by the Trade Arbitration Panel of Budapest.

Distributed and Manufactured by

Uniqball Ltd.

H-1066 Budapest, Teréz krt. 20. 2nd floor 2.



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designed for photographers by photographers