Regulations of Processing Complaints by DRAW Action S.A. Complaint Department

§ 1 General Provisions

1. These Regulations (hereinafter referred to as the 'DRW Complaints Regulations') define the rules and conditions for processing complaints by the DRW Action Complaints Department in connection with shipments of Goods to Customers and returns of the Goods from Customers.
2. The DRW Complaints Regulations constitute an appendix to the Terms and Conditions of the Use of ACTION S.A 'I-SERWIS' IT System in restructuring.
3. In matters not regulated by these Regulations, the provisions of the Terms and Conditions of the Use of the ACTION S.A 'I-SERWIS' IT System in restructuring shall apply.
4. The Regulations are available free of charge in PDF (Portable Document Format) on the ACTION website at the domain address https://is3.action.pl/home/rules). The Regulations may be downloaded from the place of publication and, after saving on a medium, they may be stored and used in the ordinary course of activities.
5. The terms used herein have the meaning assigned to them in the Terms and Conditions of the Use of the ACTION S.A 'I-SERWIS' Information System.

§ 2 Description and conditions of processing Complaints by the DRW Complaints Department

1. The DRW Complaints Department is the organisational unit of ACTION, dealing with complaints related to the shipments of Goods to Customers and returns of Goods from Customers.
2. The DRW Complaints Department is not liable for hidden defects of the goods and on account of warranty for physical defects of the goods, nor does it deal with goods that do not work from new or are damaged during their use.
3. On the terms and conditions specified in the Regulations and appendixes to the Regulations, constituting an integral part thereof (including in the DRW Complaints Regulations), through the I-SERWIS, the DRW Complaints Department accepts, in particular, complaints related to:
    a. non-compliance of Goods with the invoice document,
    b. lack of manufacturer guarantee document,
    c. lack of operating instructions,
    d. failure to deliver the Goods by a Carrier,
    e. damage to the Goods in transport,
    f. quantitative deficiencies in the shipments of the Goods (Note: notification within 2 working days of the date of receipt of the goods),
    g. mechanical damage of the Goods without damage to the producer's packaging,
    h. transport charges non-compliance.
4. The complaints under the above-mentioned titles, subject to section 5 below, shall be submitted within 7 working days from the date of receipt of the shipment.
5. Complaints related to mechanical damage of the Goods without damage to the producer's packaging

should be reported within 2 working days from the date of receipt of the shipment. Complaints under the terms and conditions described in this section shall be considered only in the case of new, unused, unmounted/uninstalled Goods that are not wearing any signs of use, at the same time having full manufacturer's packaging.

6. Complaints related to transport damage should be accompanied by the damage protocol written on the forwarding agent's form in accordance with the Act of 15 November 1984 – Transport Law (Journal of Laws 1984 no. 53, item 272).
7. In the case of complaints related to shortages in packages, the DRW Complaints Department reserves the right to request from the User, the damage report drawn up on the forwarding agent's form in accordance with the Act of 15 November 1984 – Transport Law (Journal of Laws 1984 no. 53, item 272).
8. The damage protocol (if required for notification) should be attached to the complaint report in PDF/JPEG (*Joint Photographic Experts Group*) format.
9. The DRW Complaints Department does not process complaint notifications sent by e-mail.
10. All complaints on the basis of the DRW Complaints Regulations should be submitted electronically via I-SERWIS (the tab: Complaints > the tab: DRW Complaints in the Complaints Department).
11. Complaints submitted after the deadline or with failure to comply with the rules specified herein shall be considered negatively.
12. The Goods (new/discounted/used) that have an external guarantee card shall be serviced in an authorised manufacturer’s service (ASP).
13. The DRW Complaints Department examines complaints referred to in these Regulations within 14 days from the date of submitting the complaint. If processing such a complaint requires the User to submit documents or provide additional information necessary to examine the complaint, the above time limit shall run from the date of the proper performance of the activities by the User.
14. Information concerning the course of implementation of a given complaint is visible in I-SERWIS (the tab: Complaints > DRW Complaints > Report View) after the User has entered the authorisation parameters in accordance with § 4 (3) of the Terms and Conditions of the Use of the ACTION S.A. ‘I-SERWIS’ Information System. The User is obliged to independently monitor the status of a given complaint and enter responses to a given complaint.
15. Appeals from the decision of the DRW Complaints Department should be submitted within 14 calendar days from the date of issuing the complaint decision to the e-mail address reklamacje@action.pl.

§ 3 Final provisions

1. ACTION reserves the right to amend these Regulations. Information on the amendment of the Regulations with an indication of the place of publication of the amended Regulations shall be communicated to the Counterparty and the Users on the terms described in the Terms and Conditions of the Use of the ACTION S.A. ‘I-SERWIS’ Information System.
2. The Regulations have been prepared in Polish and shall be valid from the date shown in the verifiable electronic signature, which can be found in the file properties.