

# SERVICE

1. To submit your service request, please log in to [serwis.incomgroup.pl](https://serwis.incomgroup.pl)
2. To get your login and password to our service website, send an e-mail at [serwis@incomgroup.pl](mailto:serwis@incomgroup.pl), giving your:
  - full company name
  - for EU countries: VAT number,
  - for non-EU countries: contractor number in INCOM GROUP database
  - details of the person authorized to use the account
3. After getting your RMA (Return Merchandise Authorization) number, send all complaint documents to the following address:  
Incom Group S.A.  
ul. Mokronoska 6  
52-407 Wrocław, Poland
4. You shall submit your complaint within 21 days of the date of receipt of your request. After this period, your RMA number will become invalid and your warranty claims will not be considered.
5. For complaints submitted from non-EU countries, after the customs clearance in the Buyer's country, scans of SADs (Single Administrative Documents) must be sent at [rma@incomgroup.pl](mailto:rma@incomgroup.pl)
6. Service requests may refer only to products sold by INCOM Group S.A. or replaced by INCOM Group S.A. Service Center under its complaint procedure.
7. Complaints shall be submitted immediately after the identification of defects, but no later than within 1 month after the identification of such defects. Please remember that your continued use of faulty goods will result in the loss of your right of complaint.
8. Complaint claims about faulty goods will be considered only if:
  - the Buyer has delivered such faulty goods together with the list of all goods included in the complaint,
  - the Buyer has submitted a relevant service request by e-mail and obtained the RMA number,
  - the Buyer has submitted the document called SPECIFICATION, issued together with the sales invoice by Incom Group SA, stating the serial number of the product. All documents provide names of the Seller and the Buyer and, thus, may not be transferred to other entities without adherence to the procedure defined by applicable laws.
  - The Service Center of INCOM Group S.A. may not remove any defects if the aforesaid documents have been presented by any entity other than the Buyer,

- a period shorter than the claim validity period defined in the document called SPECIFICATION has passed from the day of issue,
  - the faulty goods included in the complaint do not have any mechanical damage,
  - the faulty goods included in the complaint are clean,
  - the Buyer or any third party has refrained from:
    - making attempts to independently repair the faulty goods,
    - breaking, replacing or damaging the warranty seals of Incom Group SA or its suppliers (stickers with serialsnumbers and bar codes),
    - taking any action causing any mechanical, chemical or thermal damage to the goods, or causing any intentional damage to the goods,
    - taking any actions causing any damage resulting from improper use of the goods or application of the goods inconsistent with the instructions for use, installation, storage, maintenance, adjustment or transportation.
9. The faulty goods shall be submitted in the right packaging, protecting them against any secondary damage, in particular, mechanical damage and electrostatic discharge. In the event of identifying any damage which has arisen during transportation, the Buyer shall write a report with the shipping company and submit it together with the relevant photo documentation to the address of the Logistics of Incom Group S.A.
10. If Incom Group S.A. has provided its own warranty, such warranty period is to be agreed between the Seller and the Buyer, but shall not be shorter than 12 months. The manufacturer's warranty is to be handled in accordance with the warranty card upon terms and conditions applied by a particular manufacturer in a given country. The Seller is not responsible for and under the manufacturer's warranty.
11. The SPECIFICATION of the warranty document is sent to the Buyer by e-mail as a CSV report. This report is generated automatically upon issuing the Stock Issue Report (WZ), when the e-mail address has been added to the Incom Group S.A. database. The warranty offered by Incom Group S.A. is provided individually to each Buyer and shall state the Buyer's name. If a given product is covered by the manufacturer's warranty, the Incom Group SA warranty is handled upon terms and conditions provided by a particular manufacturer in a given country by authorized service centers specified by the manufacturer.
12. If during the Incom Group SA warranty period a given device has been deemed to be defective, or if a given device has been inconsistent with the terms of the agreement, the Seller shall remove such defects or replace the faulty device with a product with the same or better technical parameters than the faulty one. The shipping costs of such goods shall be borne by the Buyer. Returns of repaired or replaced goods shall be preceded at the expense of the Seller.
13. Pursuant to the terms and conditions of the Seller, a device or any part of it which has been deemed to be defective shall be returned to the Seller at the Buyer's expense prior to the shipment of a new device or any part of it. This provision shall apply only and exclusively to the warranty period.

14. If a faulty device cannot be repaired or replaced with a new one with corresponding parameters, the Seller shall reimburse the Buyer with the cost of the product in accordance with the sales invoice as compensation by issuing a corrective invoice.