

Appendix 1 to the Regulations – Information on the terms and conditions of guarantee and warranty for the products offered by Lumag Sp. z o.o. and the conditions of their storage

1. Notification of quality complaint by the customer.

- a. The Customer is obliged to fill in the Lumag complaint protocol (Appendix 1, part 1) and send it to Lumag together with the contested products.
- b. A formal condition for acceptance of the complaint is the sending a correctly completed customer complaint protocol (Appendix 1).
- c. If the advertiser's claim concerns, in addition to the costs related to the purchased Lumps products, also additional costs, these costs shall be explicitly included in the complaint.
- d. In order to properly handle the complaint, it is necessary for the customer to provide the documents of the products complained about for evaluation. It is required from the customer to submit complete sets of contested products.
- e. If the complaint concerns a larger batch of products, in justified cases Lumag may agree to send a selected set of products for evaluation.
- f. In justified cases, Lumag may waive the requirement of sending the contested products for evaluation by the customer. This applies, for example, to a case when the return of goods is not possible due to legal or tax reasons or the cost of the consignment is higher than the value of the contested products and possible claims. In such situations, if possible, the complaint can be handled on the basis of information and photographs of the contested products provided by the customer.

2. Notification of quantity complaint by the customer.

- a. The Customer is obliged to fill in the Lumag form (Appendix 2) for discrepancies in quantities in delivery and send it to the Lumag Sales Department within 14 days from the date of receipt of goods. In special cases, we accept the completed customer complaint protocol if it contains all the information required for a proper assessment of the quantity complaint.

3. Procedure for handling complaints by Lumag.

- a. Each customer complaint is analysed on a case-by-case basis, on the basis of information from the customer and the evaluation of the contested products.
- b. If the customer submitted a properly completed complaint protocol and contested products to Lumag, handling of the complaint and response to the customer shall be prepared within 14 days from the receipt of the complaint by Lumag.
- c. If it is impossible to handle the complaint within the specified time limit due to the lack of required data from the customer, the period of 14 days is calculated from the moment of filling the missing information by the person lodging a complaint.

4. Guarantee periods for Lumag products.

- a. Lumag provides guarantee for its products for the period of 36 months from the date of delivery of the products to the Customer.
- b. Linings and brake blocks are consumables and Lumag does not guarantee a specific mileage. The decisive impact on the achieved mileage is the technical condition of the components of the braking system, the conditions of operation of the vehicle, the driver's way of driving.

5. Storage conditions.

Properly stored friction materials and other products offered by Lumag do not lose their properties over time and therefore their shelf life is not determined. However, it is necessary to ensure appropriate, monitored environmental conditions for storage:

- Humidity in the warehouse shall be between 20% and 70%.
- Temperature in the warehouse shall be between 10 and 35°C.

The products shall be stored in closed rooms of a warehouse type, in original, closed unit packaging and shall be protected against damage, flooding, destruction and dirt. Collective packaging may not be stacked.