

Technical Service Regulations

I General Provisions

1. Definitions:

a) **SERVICE** - maintenance, diagnostics, repair, warranty repair, assessment, or any other type of service provided by the Service department.

b) **SERVICE CENTER** - Medif sp. z o.o. sp. k., based in Warsaw.

c) **CLIENT** - an individual or company submitting equipment for service (or third parties duly authorized in writing to act on their behalf).

d) **COURIER** - any transport company providing carriage services, an employee of that company, or a person acting on its behalf.

e) **TECHNICAL PASSPORT/WARRANTY CARD** – a document containing detailed information about the specific device. The technical passport includes the warranty card, identification data, technical data, and a history of periodic inspections. The warranty card is invalid in the absence of the seller's signature, company stamp, and date.

f) **FORM** - an online registration form available on the www.medif.com website under the SERVICE section.

2. The regulations define the terms and conditions of service provided by Medif sp. z o.o. sp.k., hereinafter referred to as MEDIF, for Technical Service and "Periodic Inspections", hereafter referred to as service services for Users of the Devices described in sec.

3. The condition for commencing the provision of the service is the submission of a service order by the Client through the FORM and the inclusion of the technical passport or proof of purchase.

3.1. The FORM can be downloaded from the www.medif.com website, under the SERVICE section.

3.2. The standard response time for a service request is up to 4 working hours.

3.3 The standard time for performing the service (excluding warranty repairs) ranges from 3 to 14 working days. This period can be reduced at the service's discretion. However, in justified cases (lack of spare parts or difficulties in procuring them, faults requiring special diagnostic procedures, etc.), this period may be extended up to 60 calendar days.

3.4 A condition for the warranty acceptance of goods for service is the delivery of the complete device in its original packaging. Otherwise, the Service will charge the Client the equivalent of the missing or damaged parts and the costs of their replacement or may refuse to accept such goods for repair.

4. An invoice for the performed service will be issued to the VAT number specified in the FORM, within a maximum of 7 (seven) days from the date of the service completion (end of the order).

5. If the Client did not specify the scope of the service (diagnostics, maintenance, full repair) in the FORM, the Service will take actions aimed at restoring the full functionality of the device, following the Manufacturer's procedures.

6. The Service performs a full diagnostics of the device. If other damages are detected during the diagnostics that were not reported in the FORM, the Client will be informed by the Service in accordance with part III, section 7 of the MEDIF Technical Service Regulations.

7. If after the diagnostics the Client decides not to proceed with further repairs, they will be charged for the diagnostics performed and the transport costs according to the Price List.

8. In matters not regulated by these Regulations, the provisions of the Civil Code shall apply.

II Delivery and Collection of Equipment

1. Equipment can be delivered to the Service Center either via courier or in person.

2. The Service Center reserves the right to refuse acceptance of the equipment and the performance of the service if it finds that the equipment lacks identification numbers (including serial numbers) or if these are illegible, or if there is a lack of or improper completion of the FORM. This provision applies to all service activities provided by the Service Center.

3. When sending equipment via courier, it should be properly secured for transport, preferably in the original packaging. The equipment must be protected against shocks with suitable packaging material and must not move within the external packaging.

4. Before delivering the equipment, all optional devices and components not integral to the equipment should be removed. The service is not responsible for their loss or damage.

III Warranty and Post-Warranty Repairs

1. The warranty period is defined for each device in accordance with the warranty provided by the Manufacturer. Information about the warranty validity period is placed in the technical passport.

2. In the case of:

- loss of the warranty card,
- breaking or damaging the warranty seals,
- damage to the visibility of serial numbers,

the rights arising from the granted warranty are lost. Service orders in the above cases are carried out as part of the chargeable post-warranty service.

3. Medical devices should undergo periodic inspections and calibrations according to the Manufacturer's recommendations. This extends the life of the equipment and detects faults that may cause incorrect operation or even damage to the equipment.

4. Failure to perform the inspection may result in the loss of warranty if the fault results from a lack of proper maintenance.

5. The Service reserves the right to charge the Client for the costs of the expertise and travel if the equipment is functioning correctly or the damage is not covered by the warranty.

6. The Service is not responsible for losses resulting from the inability to use the equipment being repaired and does not take responsibility for data left by the purchaser on the media delivered to the Service.

7. The Service undertakes repair actions only after the Client has accepted the repair estimate. The estimate is sent by email to the address indicated in the FORM. In the case of telephone acceptance, the estimate is sent to the Client by email for informational purposes. The method and scope of the repairs are determined individually according to the Price List.

8. Mechanical damages resulting from improper maintenance or use of the device contrary to the operating instructions are not covered by the warranty.