

WARRANTY CARD

1. ITEM COVERED BY WARRANTY

Product model: **YANBOX GO**

Serial number:

Date of sale:

2. GUARANTOR

Yanosik S.A.

Registered office and correspondence address:

Kurfürstendamm 96

10709 Berlin

Germany

VAT ID: DE457532581

E-mail: support@yanbox.com

3. WARRANTY TERMS

1. The Guarantor provides a quality guarantee for Yanosik-branded products offered by the company.
2. Statutory warranty rights remain unaffected. Regardless of this manufacturer's warranty, consumers are entitled to their statutory warranty rights under German law. The warranty does not cover products and services of third parties related to the use of the item, in particular SIM

cards and telecommunications services. The warranty covers only defects arising from causes inherent in the sold item, which become apparent during the warranty period.

3. Under the warranty, the Guarantor ensures the possibility of removing the physical defect of the item – and if this is not possible – replacing the item with one free from defects.
4. The warranty period is 24 (twenty-four) calendar months counted from the date of purchase of the item. Warranty services shall be provided by the Guarantor. The warranty period is extended by the duration of the repair, counted from the date the item is delivered to the Guarantor until the date the repaired item is returned to the entitled party. In the event of replacement of the item with one free from defects, the warranty period recommences from the date the replacement item is delivered to the entitled party. In the case of replacement of only certain parts of the item (its components), the warranty period for those parts (components) is one calendar year, commencing from the date the item is delivered to the entitled party.
5. If the entitled party uses paid subscription services of the Guarantor related to the use of the item, the period of provision of such services shall be extended free of charge by the duration of the warranty repair.

4. EXERCISING WARRANTY RIGHTS

1. The entitled party shall exercise warranty rights in accordance with the Guarantor's applicable RMA (Return Merchandise Authorisation) procedure, available at: <https://yanbox.com/en/rma/go>
2. Warranty service is provided by the Guarantor or service centres authorised by the Guarantor. The Guarantor provides information about authorised service centres and publishes them on the website at: <https://yanbox.com/en/support/go/warranty>

The Guarantor shall review the warranty claim within 14 days from the date of delivery of the claim together with the item concerned. If the claim is refused, the Guarantor shall return the item to the entitled party. If the claim is accepted, the Guarantor shall forward the item for repair or replace it with one free from defects.

3. The repair period is 7 business days. The repair period may be extended due to the scope of service activities, including the need to obtain spare parts and components from foreign manufacturers. The Guarantor shall inform the entitled party of the anticipated extension of the repair period.

5. EXCLUSIONS AND LOSS OF WARRANTY RIGHTS

1. The warranty excludes:
 - mechanical damage to the item, in particular caused by the user, such as dropping, flooding, exposure to chemicals or contaminants, or extreme high or low temperatures;
 - damage resulting from use contrary to the instructions or recommendations of the seller and manufacturer;
 - damage resulting from use contrary to the intended purpose.
2. The entitled party loses warranty rights if the item has been repaired by an entity other than the Guarantor or its authorised service centre, or if such an entity has interfered with the item in any way, in particular by compromising its integrity, dismantling it, breaking seals, or interfering with its construction.
3. The entitled party loses warranty rights in the event of interference with the serial number visible on the item, in particular if the number has been altered or removed.

6. PAID SERVICE

Independently of warranty services, the Guarantor also offers paid service activities such as defect removal, cleaning, and maintenance. Paid service services are provided in accordance with the Guarantor's current offer, after the offer has been presented to the entitled party and they have explicitly commissioned the service.

7. FINAL PROVISIONS

1. The warranty provisions and any disputes related thereto shall be interpreted and resolved under German law.
2. Consumers who purchased the item online may submit complaints for out-of-court resolution of disputes with the seller via the EU Online Dispute Resolution (ODR) platform, available at:
<https://ec.europa.eu/consumers/odr/>

YANBOX | GO