

## I General terms

Provis d.o.o. (hereinafter: the Manufacturer) undertakes a warranty which, in addition to the law, applies to its customers in compliance with these conditions, the applicable provisions of the General Terms and Conditions of Sale and the Installation and Operating Instructions.

For the purposes of this warranty, the customer means any natural or legal person who has purchased the product from the Manufacturer in order to install it for himself or to third party (end user). Customer does not mean a legal or natural person who has purchased a product from the Manufacturer's customer in the resale process.

## II Commencement and extension of the warranty period

The manufacturer guarantees that the product, in compliance with the instructions for its installation and use, ie recognized technological rules, will function properly within the warranty period below. This includes, but is not limited to, the fact that the technological conditions for proper installation of the product in accordance with applicable standards or regulations of the profession are met.

The warranty period starts from the date of receipt of the product or signing of the handover report after the installation. The warranty only applies to originally delivered products. The warranty on components that are installed in the product and are not manufactured by the Manufacturer and in compliance with the warranty conditions for the same, will be recognized / transferred in the manner obtained by the manufacturer of these components. The warranty does not apply to structural elements of the building that are not integral parts of the product (foundations, anchors, facades, etc.) and which serve as fixing positions of the product and to damage to the product caused by errors, malfunctions or fractures of these elements. The manufacturer undertakes to provide the necessary spare parts for product service for at least two years from the date of sale of the product.

## III Written customer's complaint report

The Buyer may exercise his rights under this warranty by submitting a written notice-Complaint Report to the Manufacturer on defects identified during the warranty period. Another prerequisite is that the end user reports the error within two months of recognizing it or should have recognized it.

The complaint report has to be submitted to the Manufacturer during the warranty period by e-mail, fax or mail with a copy of the invoice for the delivered product, a detailed description of the defect and the location where the product is installed. The condition for acting upon the customer's complaint report for the elimination of defects within the warranty period is the settlement of all obligations according to the issued invoice of the Manufacturer.

## IV Warranty services

Unless otherwise explicitly agreed in writing, the Manufacturer reserves the right to respond to the complaint report with any of the possible solutions:

1. By requesting that the subject of the complaint be returned to him for service.
2. By offering financial compensation in the form of a refund or reduction of the invoice amount.
3. By offering to replace the product with a new one.

The costs of delivery of the product for service are borne by the customer and the replacement or serviced product from the Manufacturer to the customer is borne by the Manufacturer.

The manufacturer reserves the right to submit the returned product for inspection to an authorized and certified laboratory. If such a check determines that the complaint is unjustified, the buyer is provided with evidence supporting this finding and the Manufacturer is entitled to reimbursement of costs of inspection and service of the complained product, or the value of the delivered replacement product including delivery costs. If the check determines the justification of the complaint, the customer is entitled to reimbursement of the cost of delivery of the product for service.

**If it is a delivery of a product which is installed by the customer to the third party (end user) and unless explicitly agreed otherwise, the costs of disassembly and assembly of the replacement product for above mentioned solutions 1. and 3. are borne by the buyer.**

In no case is the buyer entitled to compensation for an amount greater than the invoice amount for the delivered product and / or a claim for loss of expected profit.

In case of replacement of the product with a new one, the warranty on such product runs from the day of replacement with the same term as for the originally delivered product.

## V Termination of warranty and exclusion

The warranty obligation ceases:

- if the customer or end user has not complied with the Instructions for installation and handling of the product,
- if the product is mechanically damaged,
- if the product has been serviced by an unauthorized person, ie if non-original parts have been installed in the product or they have been incorrectly installed,
- if the customer or end user has handled the product unprofessionally or carelessly (inadequate maintenance, careless transport, inadequate environmental conditions, etc.)
- due to incorrect connection to the power source, damage caused by overvoltage, battery leakage, etc.
- due to failures caused by force majeure,
- if the product has been used for a purpose other than that for which it was intended,
- if the product has been used more than the intended daily load.

The warranty does not cover normal wear and tear of the product and changes in the characteristics of the product and its components caused by weather (corrosion or patination of metal parts, fading due to UV radiation, etc.) as well as extreme weather conditions, whether by the authorities institution declared a natural disaster.

## VI Warranty periods

Unless otherwise explicitly agreed in writing, for the delivered products, the Manufacturer, in compliance with the warranty conditions, provides a warranty within the deadlines:

Pos.	Product / component		Warranty
	Product	Component	
1.	Illuminated sign, all models	Frame and sub-construction	36 months
		Electro-installation material, LED luminaries*	24 months
		Power supply	12 months
2.	Car and windows branding by vinyl application**	Foil and application	12-36 months
3.	Mast and flag	Mast	24 months
		Flag	12 months
4.	Products with individual value under 500,00 BAM (255,65 EUR)		1 month

\* Warranty on the LED luminaries under condition of regular use of the illuminated signs where 24-hour use is not considered as regular

\*\* Warranty on the applied foils depends on the type and quality of foil selected by the buyer

## VII Legal rights

In addition to the rights from the warranty, the buyer is also entitled to legal rights. These rights, which may be more favorable to him, are not limited by the warranty. The warranty also does not affect the rights that the customer and, if applicable, the end user have towards the Manufacturer.

Installation instructions, instructions for use and maintenance are included with each product and are available at [www.provis.ba](http://www.provis.ba).

#### VIII Place of execution, territorial jurisdiction and applicable law

The law of Bosnia and Herzegovina, or the Federation of Bosnia and Herzegovina, excluding the United Nations Convention on Sales (CISG) of 11 April 1980, applies to this guarantee. The place of performance of the obligations arising from this guarantee is Visoko, Bosnia and Herzegovina. If applicable, the territorial jurisdiction is Sarajevo, Bosnia and Herzegovina.

