

## 1. General provisions.

- 1.1. All SRLLine Products offered (hereinafter referred to as Products – see section 1.5) are covered by the manufacturer's warranty. The Warrantor of SRLLine products is Polcar PPH with its registered office in Warsaw, ul. Wejnerta 19, 02-619 Warsaw. The procedure for filing a complaint about an SRLLine product under warranty is set out in section 4 of these Warranty Terms and Conditions.
- 1.2. In accordance with the scope of its activities, the Warrantor conducts only wholesale sales (it does not conduct direct consumer sales or sales outside the company's premises, including online sales).
- 1.3. The warranty does not exclude, limit or suspend the rights arising from the provisions of law regarding the statutory warranty for goods sold, with the exception of entrepreneurs for whom the statutory warranty has been excluded. The rights arising from the statutory warranty apply only to goods purchased at retail outlets (only if the Buyer is a Consumer).
- 1.4. The condition for considering warranty claims is the correct selection of parts based on all data contained in the part description and conditions of use in accordance with the parts catalogue available at <https://catalog.srline.com/> or <https://catalog.polcar.com/> and the Polcar eCar electronic catalogue. The warranty is only granted if the part is used for its intended purpose and has been professionally prepared and installed. The OE numbers and manufacturer numbers contained in the Polcar Catalogues are provided as additional assistance and cannot be treated as the sole and binding criterion for the selection of parts.
- 1.5. Definitions:
  - Product** – within the meaning of these Warranty Terms and Conditions, a product offered under the SRLLine brand.
  - Warrantor** – an entity granting a warranty under a warranty statement. Within the meaning of these Warranty Terms and Conditions, it is Polcar PPH with its registered office in Warsaw at ul. Wejnerta 19, 02-619 Warsaw.
  - Consumer** – a natural person performing a legal transaction not directly related to their business or professional activity.

## 2. Liability under warranty.

- 2.1. The Warrantor bears responsibility for defects resulting from the quality of materials or workmanship. The Warrantor's responsibility is limited to replacing the Product free of charge or refunding the purchase price of the Product, with the Warrantor deciding on the method of settlement.
- 2.2. The warranty for Products is granted for a period of **36 months** in accordance with the following terms and conditions and is calculated from the date of purchase at Polcar PPH or an Authorised Polcar Retail Network:
  - 2.2.1 The warranty for batteries is provided in accordance with the warranty card attached to the purchased goods.
  - 2.2.2. In the case of shock absorbers, a condition for granting the warranty is that these components are installed in pairs. With regard to damping, the authoritative assessment is that made at a test bench in a diagnostic station, together with an assessment of the efficiency of other suspension components.
  - 2.2.3 The warranty for automotive chemicals is granted for the shelf life indicated on the packaging by the manufacturer, but not longer than 36 months.
  - 2.2.4 In the case of engine timing systems, the warranty is valid for the period specified in section 2.2, but no longer than until the vehicle reaches the mileage at which the vehicle manufacturer specifies the next replacement.
  - 2.2.5 In the case of radiators and heaters, a condition for granting the warranty is the use of appropriate technological fluids in accordance with the vehicle manufacturer's recommendations. Recommendations: when replacing a radiator or heater with quick-connect fittings, it is recommended to replace the O-rings of the quick-connect fittings with new ones.

- 2.2.6 In the case of air conditioning compressors, a condition for granting the warranty is professional preparation and installation of the compressor in accordance with the warranty conditions contained in the Warranty Card attached to the goods.
- 2.2.7 Fans equipped with electronic control modules may only be operated after they have been correctly installed in the vehicle and connected to a properly functioning electrical system. Connecting such fans directly to a power source outside the vehicle or connecting them to a faulty electrical system in the vehicle may damage the control module or cause a fire. Damage caused by improper installation is not covered by the warranty.

## 3. Limitations of liability.

- 3.1. The warrantor bears no liability in the following cases:
  - when it is impossible to identify the Product subject to complaint due to the removal of factory markings on the part.
  - mechanical damage caused by improper assembly of parts, use of inappropriate tools, modification of the Product or use contrary to its intended purpose,
  - use of the Product in unusual conditions not foreseen by the manufacturer, deviating from normal use (e.g. motor sports, excessive overloading of the vehicle),
  - faulty maintenance or storage in unsuitable conditions,
  - normal wear and tear (natural wear and tear through use, as specified by the vehicle manufacturer/designer),
  - premature wear and tear due to malfunction (condition) of adjacent and cooperating parts (control arms, control arm ball joints, rubber and metal-rubber bushings),
  - damage resulting from an accident, fire or unforeseen weather conditions (hailstorm, flood, etc.),
  - damage caused by faulty electrical installation in the vehicle,
  - damage caused by re-installing worn or damaged mounting components,
  - use of the Product in a vehicle other than those specified in the SRLLine product catalogue available at <https://catalog.srline.com/> or the Polcar catalogue available at <https://catalog.polcar.com/> and the Polcar eCar electronic catalogue.
  - use of inappropriate or poor-quality fuel (applies to fuel pumps),
  - failure to comply with the safety, storage and handling conditions contained in the Product data sheet (applies to workshop chemicals and car chemicals and cosmetics).
- 3.2. The warrantor is not liable if the consumer was aware of a defect in the Product at the time of purchase.
- 3.3. The warrantor is not liable for any additional costs incurred in connection with assembly, disassembly, transport, diagnostic testing, immobilisation of the vehicle, etc.

## 4. Complaints procedure.

- 4.1. Complaints must be made in writing within 14 days of discovering a defect covered by the warranty, directly at the point of purchase of the Product that is the subject of the complaint.
- 4.2. In order for a complaint to be accepted, the Product must be delivered to the point of sale where it was purchased.
- 4.3. In order to file a complaint, the Product must be delivered in the same condition as it was issued by the seller.
- 4.4. Along with the Product being returned, a correctly completed 'Complaint Form' must be provided, available on the website [www.polcar.com](http://www.polcar.com) in the Customer Zone/Useful Forms tab and at the following link: <https://polcar.com/pliki-do-pobrania#d3>

- 4.5. If the complaint is made by a Consumer, the form shall be completed by the point of sale accepting the complaint.
- 4.6. In order to file a complaint, the following must be provided together with the Product:
- warranty card, if issued,
  - confirmation from a car repair shop or diagnostic station regarding the defect,
  - proof of purchase (invoice, receipt).
- 4.7. The product covered by the complaint should be carefully packed to prevent damage during transport.
- 4.8. The Warrantor will consider the complaint within a maximum of 21 working days from the date of delivery of the product together with the completed 'Complaint Form' to the warrantor's registered office. This period may be extended if additional expert opinion is required.
- 4.9. The Customer has the right to appeal against the opinion issued by the Guarantor within 30 days of receiving it. The appeal must be submitted in writing at the point of purchase of the Product that is the subject of the complaint.
- 4.10. All information regarding the progress of a complaint shall be provided at the place where the complaint was lodged.

#### **5. Final provisions.**

- 5.1. These Warranty Terms and Conditions shall enter into force on 27 February 2026.
- 5.2. The Warrantor reserves the right to reject a complaint if any of the above warranty conditions are not met.
- 5.3. In the event of any changes to these Warranty Terms and Conditions, the Warrantor undertakes to present them to the Buyer.
- 5.4. In matters not covered by these Warranty Terms and Conditions, the applicable provisions of law shall apply, in particular the provisions of the Civil Code.
- 5.5. The court competent to settle disputes arising from sales contracts shall be the common court competent for the Warrantor's registered office.