

REGULATIONS FOR COMPLAINTS AND RETURNS OF X-DISC S.A.

1. Complaints or returns of goods are submitted by completing a complaint form through a sales representative or the Customer Service Office of X-Disc S.A. The complaint form can be found on the website at: https://x-disc.pl/wp-content/uploads/2025/02/XDISC_Complaint_interaktywny.pdf
2. After sending the completed complaint form to the e-mail address: claims@x-disc.pl, a complaint number will be assigned. The production number should be used when contacting X-Disc employees -> production number X/NNX/V/P/xxxxx.
3. The sales representative will be immediately informed electronically of the decision and method of handling the complaint, but no later than 7 business days from the date the complaint is received.
4. In complex cases requiring cooperation and additional information from third parties or external companies, the complaint handling period may be extended. You will be informed of this necessity by e-mail and/or telephone.
5. In the case of damage to goods during transport, a damage report issued by the courier company, as well as the return of all damaged goods, is a necessary condition for processing the complaint.
6. Complaints will not be accepted for goods that cannot be identified or for transport damages not confirmed by a damage report issued by the courier company.
7. Quality complaints must be submitted immediately, but no later than within 3 days from the date the goods were received or from the date the Customer became aware of the issue.
8. Quantity complaints must be reported immediately after discrepancies are found, but no later than within 3 days from confirmation of receipt of the shipment. A damage report issued by the courier company is a necessary condition for processing such complaints.
9. The Customer shall bear the direct costs of returning purchased goods, including dismantling and transportation costs, provided that they do not exceed the purchase price and are based on standard market rates.
10. The Customer is obliged to deliver the goods and all necessary data for resolving the complaint within 7 calendar days from the moment of receiving a request from an X-Disc S.A. employee. Failure to comply may result in an extension of the complaint handling time or in the claims being considered unfounded.
11. Goods subject to complaint or return must be properly secured against possible additional damage during transport. When returning goods, the shipment should be addressed and sent to the registered office of X-Disc, Heliotropów 45/53, 04-796 Warsaw, with the note "COMPLAINT Xxxxxx" and the assigned case number (point 2).
12. Submitting a complaint is equivalent to the Customer's acceptance of these Regulations.
13. In matters not regulated by these Regulations, the generally applicable provisions of the Civil Code shall apply.

14. X-Disc's liability arising from production is limited to the value of the Products of the given produced title and does not include the Customer's lost profits.
15. Neither Party shall be liable for damages caused by force majeure, understood, in accordance with common business practice, as circumstances beyond the Parties' control that prevent timely production, delivery, collection of the Product, or performance of the service.
16. Submitting a complaint means that the Customer consents to the processing of personal data provided by them, to the extent necessary to handle the complaint, in accordance with the Act of 29 August 1997 on the Protection of Personal Data (Journal of Laws of 1997, No. 133, item 883, as amended). The Customer has the right to access and correct their data.

Effective as of 01.12.2020