



Return Policy – SuperWagi.com

Appendix 5 to Terms and Conditions

Effective from: 2025-07-08

1. Scope of the Return Policy

This Return Policy applies to physical or legal defects in products purchased via SuperWagi.com. It complements, but does not limit, the consumer's statutory rights under Directive (EU) 2019/771.

2. Defect Categories Covered

A product may be considered defective if:

- it does not conform to the agreed description or specifications
- it malfunctions under normal conditions of use
- it is incomplete or inconsistent with the presentation on the website
- it does not meet durability expectations

3. Time Limits

- Complaints can be filed within **2 years** from delivery.
- The **burden of proof** lies with the seller for 12 months from the delivery date.
- We recommend filing claims **within 30 days** of noticing the defect.

4. How to File a Complaint

- Use the [Complaint Form] (Appendix 2)
- Include photos of the defective item and proof of purchase
- Submit your claim via email (kontakt@superwagi.com) or via post

5. Resolution Options

Upon validation of the complaint, the customer may request:

- ✓ Repair of the defective product
- ✓ Replacement with a new item
- ✓ Price reduction
- ✓ Withdrawal from the contract and full refund

We will choose the most efficient option unless otherwise agreed.

6. Response Time

We respond to all complaints **within 14 calendar days** of receiving the complete claim.

7. Non-Compliance Exclusions

The policy does not apply in cases where:

- damage is due to misuse or mechanical causes
- the item was modified or repaired by a third party
- software/hardware was not used according to manual specifications

❖ Note: Business-to-business (B2B) transactions may be governed by different rules – see our [Terms and Conditions] for details.