

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.