

**Returns of Goods
of 7th of February 2014.**

§1 General Information

1. RAFCOM allows the Customer to return the Goods in the event of a mistake in the Customer's order resulting from the action or omission of RAFCOM. Reimbursement for reasons other than indicated in the preceding sentence, is possible only with the prior consent of RAFCOM.
2. The rules described in these regulations shall not apply to matters to be considered in the complaint procedure described in the Complaints Regulations published as part of the RAFCOM Website available under the domain <http://www.rafcom.waw.pl/serwis>.
3. The provisions of § 4 shall apply to the refund made pursuant to the provisions of both § 2 and § 3.
4. Beginning from 31 May 2014, return applications may only be submitted in electronic form using the form provided on the B2B Website.

§2 Errors in deliveries

1. The refund in the event of a mistake in the Customer's order resulting from the action or omission of the RAFCOM includes cases in which the Customer:
 - a. received the Goods in an amount greater than that ordered, or
 - b. received the Goods not in accordance with the order (different in terms of the type or model of the ordered Goods).
2. Reporting a refund for the reasons specified in paragraph 1 is possible within 48 hours from the date of delivery of the Goods by the Customer and only after confirmation by RAFCOM of the existence of the grounds indicated in paragraph. 1.
3. If the Client failed to notify RAFCOM on the date specified in paragraph 2 on the occurrence of the circumstances referred to in paragraph 1 lit. a), RAFCOM is entitled to charge the Customer with the price of the Product delivered in a quantity greater than that resulting from the order. In this case, RAFCOM will issue and deliver the relevant invoice.
4. In the absence of notification of a delivery error by the date specified in paragraph 2, I acknowledge that the customer confirms the compliance of the delivery with the order and releases Rafcom from liability.
5. Return of the Goods in the cases specified in paragraph 1 takes place at the expense of RAFCOM, which, depending on the circumstances of the case, organizes the receipt of redundant Goods and the delivery of Goods that were to be delivered in accordance with the order. The Customer undertakes to ensure the transfer of the Goods to the person authorized by RAFCOM (in particular the designated courier company).

§3 Return of purchased goods

1. A refund made in cases other than those indicated in § 2 para. 1 may take place only on the condition that the Customer receives RAFCOM's consent.
2. If the Goods are returned after 5 working days, from the date of receipt by the Customer of the Good (the date of receipt of the Goods is not included), RAFCOM is entitled to charge a refund of 2% of the net value of the returned Goods, but not less than PLN 20.00.
3. Costs of returning the Goods in the cases specified in §3 para. 1 (in particular costs of transport and insurance of the Goods) are covered by the Customer. The customer organizes the transport of goods to the place indicated by RAFCOM. The risk of damage or loss of the returned Goods is transferred to RAFCOM upon receipt of the returned Goods.
4. An application regarding the return of the Goods for the reasons specified in paragraph 1 requires justification.

§4 Return policy

1. Returned Goods will be accepted by RAFCOM only if the following conditions are met:
 - a. The goods should be delivered in a packaging marked in accordance with the requirements specified by RAFCOM, including in particular a description containing the registration number ZW and data enabling identification of the customer in a manner that allows you to read this information without opening or damage to the package containing the product.
 - b. returned The good is undamaged, has not been used, is complete and undamaged, the unit packaging of the Goods has not been opened or damaged, soiled or smudged.
2. The return of Goods which was delivered to the Customer on a special order shall not be returned. The term "special order" means the delivery of Goods not included in the current RAFCOM offer and which have been delivered only at the Customer's individual request.
3. Return of the Goods takes place at the prices from the date of purchase of the Goods. The return is settled in the form of an adjustment to the sales invoice.
4. Applications for the return of the Goods should be submitted via the form provided by RAFCOM and contain all information required by this form.
5. RAFCOM will consider the Client's application within 5 working days and will agree with the Client any procedural issues regarding the return. If RAFCOM does not process the application within the time specified in the preceding sentence, it is assumed that the application has been considered negatively, unless RAFCOM informed the Customer about the extension of the application deadline.
6. Confirmation by RAFCOM of the circumstances indicated in § 2 para. 1 authorizing the Customer to return the Goods and agree to the return referred to in §3 para. 1, is granted by the head of the RAFCOM Sales Department. In case of any doubts, the Client is obliged to obtain from RAFCOM information about the person authorized to give consent, referred to in the previous sentence. RAFCOM will inform the Customer about its position via the B2B Service.
7. RAFCOM refuses to accept the return of the Goods if the return was not agreed with RAFCOM, RAFCOM did not agree to return the Goods, the Product will not meet the requirements specified in paragraph. 1 letter a).
8. If the Goods do not meet the requirements specified in paragraph 1 lit. b), RAFCOM is entitled to return the Product at the Customer's cost and demand payment for this Product also in the event that the Customer refuses to accept the parcel covering that Goods.
9. In the event of RAFCOM's reimbursement, RAFCOM, depending on the circumstances, will correct the invoice relating to the Goods accordingly, and will refund the price of the returned Goods not later than within 14 days from the date of the correction of the invoice.

§5 Final Provisions

These rules enter into force on February 7, 2014.