

**Art. 1. Leading information**

1. Activities of Polcar PPH are limited to wholesale trade only (Polcar PPH conducts no direct sales to end consumers, Internet sales included).
2. The following terms of sales: prices, discounts, payment terms, terms of delivery etc. are individually negotiated with the Buyer. In order to determine above mentioned terms one should contact the Polcar PPH Export Department.
3. Polcar holds its own and unique solution in Europe of quality designations of the products, in accordance with the Uniform System of Information about the Quality of the Component:
  - O** - genuine parts\* (OE) carrying the logo – trade mark of the vehicle manufacturer.
  - Q** - original parts\* (OEM/OES) carrying the logo - trade mark of the part manufacturer that supplies these components to vehicle assembly lines.
  - PC** - replacement body parts of quality\*\* matching the quality of components fitted on vehicle assembly lines - additionally carrying a certificate of quality issued by one of the following institutions: Centro Zaragoza, Thatcham or TÜV Rheinland.
  - PJB** - replacement parts of quality\*\* matching the quality of components fitted on vehicle assembly lines, sourced from and guaranteed by a specific manufacturer as indicated in Polcar catalogue.
  - PJ** - supplier-recommended replacement parts of quality\*\* matching the quality of components fitted on vehicle assembly lines.
  - P** - replacement parts of quality\*\* matching the quality of components fitted on vehicle assembly lines.

Parts marked with Z and ZJ can be made from different raw materials and using different technologies than those used to manufacture original parts.

**ZJ** - supplier-recommended replacement parts of higher quality.

**Z** - other replacement parts.

\* genuine/original parts offer quality equal to factory-fitted components; they are manufactured in compliance with vehicle manufacturer specifications and production standards.

\*\* "parts of quality matching factory-fitted components" are parts, whose manufacturer attests they are of the same quality as components used during vehicle assembly.

4. Designations of the products as well as commercial information are valid in accordance with the up-to-date version of electronic catalogue eCar,
5. Mirrors and lighting products without European homologation (ECE) must not be installed and used on roads throughout European Union – mentioned norms do not apply to auxiliary LED bulbs, if they are used inside the vehicle.
6. Responsibility to export mirrors and lighting products, that have no European homologation mark (ECE), outside the European Union lies within the Buyer.
7. Information on the sales ban (resulting from patent protection) of given part number in particular country is provided in part's description section in Polcar catalogues.

**Art. 2. Warranty liability**

1. All offered products are subject to the manufacturer's warranty.
2. Complaints will be processed on condition that parts have been correctly chosen by the Buyer in electronic catalog eCar, by verifying all information in part's description and part's application sections. OE part numbers as well as manufacturer part numbers from "Cross-references" section serve only as an additional support and must not be treated as one and only binding part's selection criteria.
3. Polcar PPH bears the warranty liability for defects resulting from material quality or production faults during the period of 12, 18, 24 or 36 months (depending on the assortment and the manufacturer) from the sales date by Polcar PPH to its direct customer, only if the purchased item has been appropriately used, installed and prepared in a professional manner.
  - 3.1. Warranty for **lighting** products embodies tightness and a possibility of adjustment. Warranty is valid for 24 months and concerns the following products: Hella, ULO, Farba, Varroc, Visteon, TYC and SRL – bulbs. All other products are subject to 12-month warranty. Only bulbs that meet technical requirements specified by the vehicle manufacturer or the manufacturer of the lamp must be used. Installation of stronger bulbs may result in a damage of the lamp and loss of warranty.
  - 3.2. Warranty for **thermal systems** is valid for 24 months, except for: interior blowers, radiator fans and their control units, for which warranty is valid for 12 months. In case a warranty sticker is torn off from those items, it results in the loss of the warranty. The latter concerns: radiators, heaters, evaporators, condensers, AC compressors, interior blowers and radiator fans in set with motor.

Warranty for radiators and heaters is valid, provided that proper technological fluids are used.

Recommendations:

    - it is recommended to replace quick connection couplings' o-rings when replacing a radiator or a heater.

Warranty for AC compressors is valid provided that the compressor has been professionally prepared and fitted in accordance with terms of warranty contained in the Warranty Card, which is supplied with the product.

Fans equipped with electronic steering modules can be turned on only after a proper installation to the car's wiring system. Fans plugged directly into electric current outside a vehicle or plugged into a vehicle's defective wiring system may cause a steering module's damage or a fire.

Damages caused by an improper installation are not a subject to warranty claims.
- 3.3. Warranty for parts from **hoses** group is valid for 24 months and concerns hoses for: radiators, intercoolers, heaters and air filters
- 3.4. Warranty for **exterior mirrors** under SRLLine brand is valid 36 months.
- 3.5. Warranty for **shock absorbers** mounted in pairs is valid for 24 months and concerns all following products: Bilstein, Delphi, Magneti Marelli and SRLLine. Warranty for **new and remanufactured air suspension compressors** and **air suspension modules** is valid for 24 months, except for air suspension module under Bilstein brand, which are covered by 18 months warranty.

As far as damping performance is concerned, its reliable evaluation is the one, which is performed in the vehicle diagnostic station together with the evaluation of the condition of other suspension elements.

- 3.6. Warranty for **clutches**, as well as **engine timing** and associated parts is valid for 24 months. In case of engine timing parts, the mileage during warranty period must not exceed the maximum mileage between engine timing replacements determined by the vehicle manufacturer. Engine timing and associated parts under Dexval brand are subject to separate claim consideration rules and covering possible engine repair costs, which are regulated by Appendix no. 2 to present General terms of sales document. Warranty for **drive system parts** and **thermostats** is valid for 12 months. The consideration of the claim is preceded by the manufacturer's examination.
  - 3.7. Warranty for **suspension** and **steering parts** (control arms, control arm ball joints, silentblocks, stabilizer links, steering rods, tie rod ends, covers, engine and transmission mounting, etc.) is valid for 24 months. It concerns all products under the following brands: Teknorot, SH and SRLLine. Warranty for all other products is valid for 12 months.
  - 3.8. Warranty for **electric** and **electronic parts** of the engine and drive system is valid for 12 months and is granted in accordance with regulations of the following manufacturers: Bosch, Delphi, Denso, Hella, Magneti Marelli, NGK, Valeo (with alternators and starters excluded).

Warranty for alternators and starters is valid 24 months.

The consideration of the claim is preceded by the manufacturer's examination.

Claims for items specified in subsection 3.8 will be considered on condition that the seal on the complained part is unimpaired. Claim will be automatically dismissed in case there is no seal or the seal is impaired. Above mentioned procedure applies to: batteries, EGR valves, throttle bodies, injectors, alternators and starters.
  - 3.9. Warranty for Magneti Marelli **batteries** is valid for 24 months – except for:
    - batteries with capacity equal to or exceeding 100Ah – warranty valid for 12 months;
    - batteries of Prima line with capacity from 110Ah up to 120Ah – warranty is valid for 18 months;
    - batteries of Prima line with capacity from 125Ah up to 225Ah – warranty is valid for 12 months.
  - 3.10. Warranty for **filters** is valid for 12 months and is granted in accordance with the manufacturers' (Bosch, Delphi, Fiaam, Magneti Marelli, Valeo) regulations. The consideration of the claim is preceded by the manufacturer's examination.
  - 3.11. Warranty for **coil springs** mounted in pairs is valid for 24 months.
  - 3.12. Warranty for **steering racks** and **power steering pumps** is valid 24 months for SRLLine products and 12 months for other ones
  - 3.13. Warranty for **window regulators** (manufacturer "EU") is valid for 36 months. All other window regulators are subject to 12 months warranty.
  - 3.14. Warranty for new **Diesel particulate filters** (DPF) is valid for 24 months. Warranty for remanufactured Diesel particulate filters (DPF) is valid for 36 months and is granted in accordance with warranty card attached to the product. In order for the claim to be considered it is necessary to return mounting elements if they were attached to the purchased product. In both cases, the consideration of the claim is preceded by manufacturer's examination.
  - 3.15. Warranty for **turbochargers** as well as **turbocharger cores**, **electronic wastegate actuators** and **pneumatic wastegate actuators** is valid for 24 months. Warranty for turbochargers is granted in accordance with a warranty card attached to the product. Complaints for turbochargers will be considered on condition that the seal on the complained part and on the warranty card is unimpaired. Set of gaskets (if it was attached to the turbocharger) must be returned as well. The consideration of the claim is preceded by manufacturer's examination.
  - 3.16. Warranty for **braking systems** (brake discs, brake pads, brake drums, brake shoes and wheel brake cylinders) under SRLLine brand is valid for 24 months.
  - 3.17. Warranty for all products not specified above is valid for 12 months.
4. Polcar PPH liability is limited to the free of charge replacement of the product or to the reimbursement. Decision about which of the above mentioned methods should be applied in a particular case lies with Polcar PPH.

**Art. 3. Claim proceedings**

1. In case a shipment is performed by a freight forwarding company, the Buyer is obliged to inspect the consignment upon its reception. If he/she states that a damage was done during transportation, he/she is obliged to undertake necessary action in order to secure the right to compensation. The latter includes a demand to issue an appropriate damage protocol by the freight forwarder and a notification of Export Department within 2 working days from the reception of the consignment. Damage protocol, CMR and a copy of an invoice are the basis for claims. Subsequent course of action is determined with the Export Department.
2. In case of a shipment performed by Polcar PPH truck, Buyer is obliged to inspect the consignment upon its reception. If a damage is discovered, it should be reported to the Export Department within 2 working days from the reception of the consignment. Copy of an invoice or its number is the basis for claims. Separate procedure concerns bonnets, tail gates and rear fenders presented in point 2.1 and 2.1.1. of this Article.
  - 2.1. Bonnets, tail gates and rear fenders Buyer is obliged to check in the moment of delivery. In case of noting damaged items special acceptance protocol is required, reporting condition of the parts, stating also decision if Buyer accepts conditionally the parts or not. Providing conditional positive decision further proceedings are established with Export Department.
    - 2.1.1. If the Buyer is not able to check the condition of the parts at the time of delivery (e.g. night transport), the Buyer is obliged to immediately inspect the bonnets and tail gates as well as the rear fenders after the start of the working day and immediately notify any damages to Export Department of Polcar PPH. Notifications should be made in electronic form to the e-mail address of the Polcar employee in charge, providing the catalog number, the number of the document of purchase and the type of damage.

3. In case the packaging is intact, but discrepancy with invoiced goods is noticed, Export Department must be notified immediately within 2 working days from the reception of the consignment.
4. In case own transportation is used to collect the goods, it is required to perform a quantitative and qualitative on-the-spot inspection. Any potential damages should be immediately reported.
5. In case latent defects (that have only been able to be detected during assembly or operation) are revealed, Buyer is obliged to notify Export Department about it.  
If a complaint concerns fitting problems of body parts and lighting products, Buyer is obliged to append pictures showing correct fitment, nature of the problem and all markings and labels existing on complained product. Above documentation should be delivered to Export Department.
6. The following should be delivered in a manner agreed with the Export Department:
  - 1) filled out complaint form (available on the following website: <https://www.polcar.com/en/terms-of-sale>) along with complained goods;
  - 2) warranty card (in case of items that it was issued for);
  - 3) statement issued by an authorized repair shop or diagnostic station on the occurred defect;
  - 4) pictures from the installation of complained item – concerns body parts and lighting in case of fitting problems.
7. Polcar PPH will consider a complaint within 21 working days from the delivery date – except for the situations when a complained item is sent to the manufacturer. In a latter case complaint's consideration time may be extended due to reasons beyond Polcar PPH control.
8. Customer has a right to appeal against an opinion produced by Polcar PPH within 30 days from its reception date.
9. Polcar PPH liability does not include return of additional costs borne by the Buyer e.g. transport, assembly and disassembly costs, diagnostic tests etc.
10. Complaint procedure concluded with issuing credit note, enables Buyer to reduce the tax base and the amount of tax due falling on the date of its issue.

#### Art. 4. Additional charges

1. Polcar PPH charges 50 EUR for each wooden box/wooden frame for pallet goods are packed into.
2. Polcar PPH reserves the right to charge additional fees on selected items what causes product price to increase. Information on products that are subject to additional fees as well as on the level of additional fees is included in the electronic catalogue eCar, in "Part's details" window.
3. The level of additional fee is always presented as an additional item on the invoice.
4. Additional fee is to be paid in accordance with payment terms granted to a particular customer.
5. In order to receive a reimbursement for paid additional fee, the Buyer is obliged to return the worn-out equivalent of the purchased item (identical to the purchased product) to Polcar PPH within 270 calendar days from an invoice issue date in a condition allowing its regeneration. Criteria relating to technical condition of worn-out items are available at the Export Department or on the [www.polcar.com](http://www.polcar.com) website. Worn-out part should be delivered to Polcar PPH in a manner agreed with the Export Department. It is obligatory to attach filled out "Return request for worn-out parts" form, (available at the Export Department or on the [www.polcar.com](http://www.polcar.com) website, in the "Terms of sales" folder), or "Return list with worn-out parts" document generated after logging in and reporting the return in Internet catalog <https://catalog.polcar.com> in Customer panel/returns section
6. Polcar PPH Claim Department will verify delivered worn-out item within 21 working days from the delivery date. If the worn-out item is considered suitable for regeneration, Polcar PPH will reimburse for paid additional fee in the form of a credit note.
7. Polcar PPH does not return worn-out parts delivered by a customer, which were considered suitable for regeneration. It applies to drive shafts, power steering pumps, steering racks, brake calipers, turbochargers and Diesel particulate filters (DPF), but only those which are sold with an additional core charge.

#### Art. 5. Return of incorrectly purchased goods

1. Polcar PPH does not accept returns reported after 180 calendar days from an invoice issue date and of electrical and electronic parts (excluding items secured with a return seal; information whether particular part is equipped with a return seal is mentioned in eCar catalogue in "Part details" section; parts in question can only be returned if both, the return seal and the packaging are intact), automotive fluids, repair shop chemistry, chemistry and cosmetic care products, chemistry and motorbike cosmetics, discounted bonnets (described in eCar as damaged in shipment with damage category "A", "B" or "C") nor parts described in electronic catalog eCar ("parts details" window) with "clearance sale" or "on order only" statuses – if the return is made after 14 days from the invoice issue date (parts with "clearance sale" status are conditionally accepted within 14 calendar days from the invoice issue date)
2. In case of Buyer's mistake in relation to parts not specified in the section 1, Buyer is entitled to return the goods on the following conditions:
  - 1) within 21 calendar days from the invoice issue date or within 45 calendar days from the invoice issue date in case of SRLine products – return without handlings costs withheld (exceptions in section 3 and 4 of present Art.);
  - 2) returns reported after 21 calendar days from the invoice issue date or after 45 calendar days from the invoice issue date in case of SRLine products - are accepted strictly conditionally after verification – with 20% handling costs withheld at all times – however not less than 1EUR for each returned piece (according to current currency exchange rates).
3. Returns of goods, for which unit price for the Buyer does not exceed equivalent of 5EUR net (according to current currency exchange rates) are subject to handling charge of equivalent of 1EUR net (according to current currency exchange rates). Above mentioned procedure does not include parts under SRLine brand returned within 45 calendar days from the invoice issue date.
4. Polcar PPH reserves the possibility to withhold handling charges of 10% of the value of the goods in case the value of the returned goods exceeds 2% of average monthly turnover (counted from last 3 months), even though the return is reported within 21 calendar days from the invoice issue date. Items from "Wear parts" tab in eCar catalogue (excluding electronic and electric parts), oil pans and window regulators from "Body and associated parts" tab in eCar catalogue as well as all parts under SRLine brand are excluded from above mentioned limit of 2% of monthly turnover.
5. Returns must be reported in accordance with the Polcar PPH procedure:
  - 1) intention to return the goods must be communicated to the Export Department ([export@polcar.com](mailto:export@polcar.com)) by filling out "Return form" available on [www.polcar.com](http://www.polcar.com)

website in section Customer Zone/Files to download under <https://polcar.com/en/files-to-download> and send it as an attachment to the e-mail. Alternatively one can report the return after logging into Internet catalog <https://catalog.polcar.com> in Customer panel/returns section;

- 2) Upon verification of the return list by Polcar PPH you will receive an e-mail with PDF attachment, which should be printed out and added to the returned goods. Verified "return list" can also be downloaded after logging into Internet catalog <https://catalog.polcar.com> in Customer panel/returns section;
- 3) Warranty card (if issued) should be added to the returned goods.
6. Goods are to be returned in a original and undamaged packaging in a manner agreed with Export Department, within 14 calendar days from the "return list" verification date made by Polcar PPH.
7. Returned goods must not carry any marks of installation.
8. Returns sent through express forwarders are to be made strictly on the sender's expense.
9. Return procedure concluded with issuing credit note, enables Buyer to reduce the tax base and the amount of tax due falling on the date of its issue.

#### Art. 6. Special Orders

1. Special Orders are purchase orders placed upon Buyer's written request for goods from outside Polcar PPH Main Warehouse located in Wólka Kosowska on Polna 6 street.
2. Special Order is executed by Polcar PPH on condition that the Buyer makes the down payment of at least 30% of the value of ordered goods based on received proforma invoice.
3. Goods purchased on Special Order are not subject to returns.
4. Goods purchased on Special Order are subject to warranty terms according to Art. 2 of Polcar PPH General Terms of Sales.
5. Complaints for goods purchased on Special Order are considered in accordance with Art. 3 of Polcar PPH General Terms of Sales.
6. In case the delivery deadline stated on the proforma invoice is not met by Polcar PPH, the Buyer has the right to cancel the order without bearing any consequences. In such circumstances Polcar PPH returns the down payment to the Buyer.
7. In case the Buyer cancels the Special Order because of reasons other than the ones stated in section 6, Polcar PPH reserves the right to keep the down payment made by the Buyer.

#### Art. 7. Limitation of liability

Polcar PPH does not bear any liability for damages resulting from the exploitation of the products in untypical conditions, incorrect maintenance, inappropriate use and storage, normal product wear (natural wear as a result of product exploitation in accordance with the product manufacturer's instructions, external mechanical and chemical factors), installation inconsistent with the recommendation and precocious wear as a consequence of inappropriate condition of the parts adjoined to the product, or cooperating with it.

Polcar PPH does not bear responsibility for complained product if the identification of complained product is impossible due to the removal of factory markings from the product.

#### Art. 8. Price and terms of payment

1. Price of the goods is the one specified on the invoice.
2. Effective day of payment is the day when the debt is settled on Polcar PPH bank account or at the cash-desk.
3. In case of payment delay, Polcar PPH has a right to impose penalty interest at the level specified by the Polish law.
4. Warranty claims submitted by the Buyer are not a basis for ceasing the payment for purchased goods.
5. In case of Buyer's first orders, Polcar PPH demands full prepayment or payment by letter of credit. After some period of cooperation deferred payment conditions can be settled.
6. Polcar PPH may establish credit limit for specified time on Buyer's request. Proper documents (financial, property) and other data including information on commercial cooperation are the basis for calculation of the credit limit amount.
7. In justified cases the Buyer may apply for an increment of the credit limit amount.
8. Polcar PPH reserves the right not to execute confirmed order in case the following happens before the dispatch:
  - 1) Credit limit is exceeded;
  - 2) There are overdue payments.

#### Art. 9. Reservation of the ownership of the subject of sale

1. Polcar PPH reserves the right to the ownership of the goods until the payment is made by the Buyer.
2. Until the payment is made, the Buyer is obliged to store the goods in a manner that they would be easily identifiable as Polcar PPH property.
3. In case the Buyer does not make the payment within the agreed period, PPH Polcar may demand the goods to be returned.

#### Art. 10. Trademark rights

1. Polcar PPH is the holder of the rights to photos, drawings and data contained in catalogues (electronic and printed ones). Therefore the Buyer is obliged not to share nor distribute them without the owner's consent.
2. The Buyer is not authorized to use the Polcar trademark nor logo in other form than the one agreed with Polcar PPH. In particular, the Buyer must not introduce any changes to Polcar trademark nor logo.
3. Buyer has no right to use Polcar PPH part numbers on his invoices if a particular part was not bought from Polcar PPH.

#### Art. 11. Final information

1. Present "General terms of sales" come into force on the of 12 June 2023. All conditions listed above apply to all countries except Poland and supersede the previous "General terms of sales".
2. Polcar PPH undertakes to inform the Buyer about any amendments introduced to the "General terms of sales".
3. In case any provisions of the "General terms of sales" are inconsistent with the generally applicable laws, all other provisions remain in force.
4. Generally applicable laws, particularly the civil code of Poland, are applicable in all cases not specified in the "General terms of sales".
5. All disputes resulting from sales contract shall be resolved by the common court of law that has jurisdiction over the Polcar PPH headquarters.