

## ONE-YEAR LIMITED WARRANTY

### Warranty Obligations

OLEUM FLEX d.o.o. warrants that products under the OLEUM FLEX brand, when used and stored under normal operating conditions, shall be free from defects in material and workmanship for a period of twelve (12) months from the date of delivery from our company to the end user (the “warranty period”).

If a defect caused by faulty materials or workmanship occurs during this period and OLEUM FLEX d.o.o. receives a valid written claim within the warranty period, the company will, at its sole discretion:

- repair the defective product free of charge using new or refurbished parts, or
- replace the defective product with a new identical or equivalent product.

The warranty period for the repaired or replaced product shall be either the remainder of the original warranty period or ninety (90) days from the date of repair or replacement, whichever provides longer coverage for the customer.

### Exclusions and Limitations

This warranty applies exclusively to products manufactured by OLEUM FLEX d.o.o. or an authorized manufacturer on behalf of OLEUM FLEX, and which can be clearly identified by our logo, trade name, or other brand markings.

OLEUM FLEX d.o.o. does not warrant that the product will operate uninterrupted or error-free, nor is it responsible for damage resulting from improper use, handling, or failure to follow product instructions.

This warranty does not cover:

1. damage caused by the use of products that are not OLEUM FLEX products;
2. damage caused by improper installation, misuse, accident, incorrect operation, flooding, fire, earthquake, other natural disasters, or external causes;
3. damage resulting from use beyond the specified limits or intended purpose defined by OLEUM FLEX d.o.o.;
4. damage resulting from servicing, modification, or alteration by unauthorized persons;
5. products that have been altered or modified without prior written approval from OLEUM FLEX d.o.o.;
6. consumable components, unless the defect is due to faulty materials or workmanship;
7. products with removed, altered, or damaged serial or production numbers;
8. damage resulting from inadequate working pressure, temperature, mechanical load, vibration, or chemical exposure beyond allowed limits;
9. incompatibility of the product with third-party equipment.

## Warranty Claim Procedure

Warranty claims must be submitted in writing to the following e-mail address: [quality-dpt@oleumflex.com](mailto:quality-dpt@oleumflex.com)

Subject: Warranty Claim – [Product Name / Serial Number]

The claim must include:

- customer details and delivery date,
- a detailed description of the defect,
- a photo or other proof of damage (if applicable),
- purchase order number and quality report number (if available).

Upon receipt of the claim, OLEUM FLEX d.o.o. may request additional information or that the product be returned for inspection. The transportation cost to the inspection site shall be borne by the customer, unless it is later determined that the defect is of manufacturing origin.

## Disclaimer of Liability

All warranties, express or implied (including implied warranties of merchantability or fitness for a particular purpose), are limited to the period and conditions stated above.

The total liability of OLEUM FLEX d.o.o., regardless of legal theory (contractual, tort, statutory, or otherwise), shall be strictly limited to repair or replacement of the product in accordance with this warranty.

To the maximum extent permitted by law, OLEUM FLEX d.o.o. shall not be liable for:

- loss of income, profit, reputation, business opportunities, or data,
- downtime, replacement costs, or loss of use,
- consequential, incidental, indirect, or special damages of any kind, even if advised of the possibility of such damages.

## Intellectual Property and Product Traceability

Each product must be marked with a unique production (serial) number for traceability and identification purposes. The markings must be clear and permanent, made in accordance with applicable standards, and in the Croatian language. Identification markings shall be located at one end of each flexible hose, with character size sufficient for readability from the normal working distance.

The manufacturer is required to provide a Product Quality Report upon delivery, in accordance with relevant standards and customer requirements.

## Final Provisions

This warranty does not exclude or limit the customer's statutory rights that cannot be excluded under applicable laws of the Republic of Croatia.

In the event of a dispute, the competent court shall be the court having jurisdiction over the registered seat of OLEUM FLEX d.o.o. in Zagreb.