



Complaints Procedure

ZPA Smart Energy a.s.

This complaint procedure describes the rules for how ZPA Smart Energy a.s. (hereinafter referred to as ZPA SE) handles your (customer's) complaint about the delivered product.

How to claim:

- To the address: ZPA Smart Energy a.s., Komenského 821, 54101 Trutnov, Czech Republic.
- Email: complaint@zpa.cz

The complaint must include:

- Your contact details: name, surname, contact address (delivery), telephone and email (where we can inform you about the status of the solution or add information about the claimed product).
- The claimed product with a description of the claimed defect.
- Proof of purchase of goods (a copy is enough).

We will inform you about the receipt of the complaint at the indicated contact address.

We have a deadline of 30 calendar days to process a complaint. Unless the mutual agreement/contract stipulates otherwise.

In some cases, we may ask you to provide some information necessary for the correct handling of your complaint.

In the event that the 30-day deadline cannot be met, you will be informed of this fact.

Ways of processing a complaint:

- Complaint acknowledged
 - Resolved by fix (fix)
 - Solved by replacement of the same type/design of the product
 - By agreeing on another solution
- Complaint not recognized
 - Sending the product back with a statement about the reason for not recognizing the claim

Reasons for not recognizing the claim:

- Defects caused by the customer
 - Mechanical damage - leading to a defect or damage to the product.
 - Damage and defects caused by improper installation of the device.
 - Damage to the elements o Unauthorized access to the device
 - Violation of securing elements (seals, stickers)
- The product is no longer within the warranty period, which is 24 months (unless otherwise agreed).
- On the product, the described defect was not confirmed by the review. The product is fully functional and flawless.
- The claimed defect was not described and the product does not show any detectable defect.

You will be informed about the processing of your complaint using the contact information provided by you (we prefer to use email, or we will send it by post). Subsequently, the product will be sent back to the specified address, unless you request otherwise.



Final Provisions

This complaint regulation enters into force and becomes effective on November 1, 2023.

You can find this complaint procedure on the website <http://www.zpa.cz/> ;

<https://www.zpa.cz/politika-kvality-ochrany-zivotniho-prestri-a-bezpecnosti-prace/>



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