

WARRANTY AND COMPLAINTS POLICY

UV Technika Magyarország Kft.

Website: <https://uvctechnics.com>

Version: 1.0

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1. Introduction

This Warranty and Complaints Policy sets out the warranty, defect liability and complaint handling conditions applicable to products sold through the <https://uvctechnics.com> webshop operated by **UV Technika Magyarország Kft.** (hereinafter referred to as the "**Seller**").

This document applies exclusively to business-to-business (B2B) transactions between the Seller and its customers.

2. Important Notice

Business Customers Only

The uvctechnics.com webshop supplies products **exclusively to businesses, companies, sole proprietors, institutions and other legal entities holding a valid VAT number.**

Sales to private individuals (consumers) are not available.

Accordingly, mandatory consumer warranty rights and the statutory consumer right of withdrawal do not apply.

3. Warranty Coverage

The warranty period applicable to each product is determined by the manufacturer or by the Seller.

Unless otherwise agreed in writing, the applicable warranty period is indicated on the product page, quotation, invoice or other contractual documentation.

4. Conditions for Warranty Claims

Warranty claims may only be submitted together with the following documentation:

- invoice or copy of the invoice;
- order number or order confirmation;
- detailed description of the defect;
- photographs of the defect where applicable.

The Seller reserves the right to request additional information necessary for the investigation.

5. Warranty Claim Procedure

Warranty claims must be submitted in writing via:

info@uvctechnics.com

After reviewing the claim, the Seller will inform the Buyer of the next required steps.

Where necessary, the Seller may request the return of the allegedly defective product for inspection.

6. Warranty Exclusions

The warranty does not cover, in particular:

- mechanical damage;
 - breakage;
 - impact damage;
 - improper storage;
 - improper transportation after delivery;
 - incorrect installation;
 - faulty electrical connection;
 - damage caused by overvoltage;
 - inadequate cooling;
 - misuse;
 - failure to follow manufacturer instructions;
 - normal wear and tear;
 - physical or chemical damage caused by external factors.
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7. Special Provisions for UV-C Products

UV-C lamps and other germicidal light sources are specialized technical products.

The Buyer is responsible for ensuring that:

- the lamp is operated with a suitable ballast or driver;
- all electrical parameters comply with the manufacturer's specifications;
- installation and operation are performed professionally and in accordance with technical requirements.

Failures resulting from unsuitable power supplies, incorrect ballasts or improper electrical conditions are excluded from warranty coverage.

8. Quartz Glass Products

Quartz sleeves and other quartz glass components are highly fragile products.

Any visible transport damage must be reported immediately upon receipt.

The warranty does not cover mechanical breakage or damage caused by impact or improper handling.

9. Complaints

The Buyer may submit complaints relating to contract performance in writing.

Complaints may concern, among others:

- quantity discrepancies;
 - quality issues;
 - damaged shipments;
 - incomplete deliveries;
 - defective products;
 - incorrect deliveries.
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10. Transport Damage

The Buyer should inspect the shipment immediately upon delivery.

If external damage is visible, it is recommended to prepare a damage report together with the courier.

If hidden transport damage is discovered after unpacking, the Seller should be notified preferably within **24 hours**, but no later than **3 business days** after receipt.

Photographic evidence should be attached whenever possible.

11. Inspection of Returned Products

The Seller reserves the right to inspect the returned product personally or through an authorized expert.

If the investigation concludes that the defect is not covered by warranty, the reasonable costs of the inspection may be charged to the Buyer.

12. Repair or Replacement

If the warranty claim is accepted, the Seller may, at its sole discretion:

- repair the product;
 - replace the product with an equivalent item; or
 - where repair or replacement is not feasible, provide an appropriate refund or other mutually agreed compensation.
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13. Limitation of Liability

To the maximum extent permitted by law, the Seller shall not be liable for indirect or consequential damages, including but not limited to:

- production downtime;
 - loss of profit;
 - business interruption;
 - contractual liabilities towards third parties;
 - any indirect financial losses.
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14. Contact Information

For warranty claims or complaints, please contact:

E-mail:

- info@uvctechnics.com
 - sales@uvctechnics.com
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15. Amendments

UV Technika Magyarország Kft. reserves the right to amend this Warranty and Complaints Policy at any time.

The latest version shall always be published on the **<https://uvctechnics.com>** website.