

HAFNER Pneumatika Kft.

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WARRANTY CLAIM RECORDING PROTOCOL

This protocol was prepared according to the 19/2014 (IV.29.) Order of the Ministry of National Economy, regarding the code of procedures in case of warranty and guarantee claims regarding goods purchased under a contract between a client and an enterprise.

When enforcing his warranty claim, the customer has to prove that the contract has been concluded. The conclusion of the contract has to be taken as a proven fact, in case the customer presents the certificate of the payment of the consideration, the invoice or receipt issued according to the law of value-added tax.

Name and address of Client:

Phone number and e-mail address:

Data of the product sold under the contract between the Client and HAFNER Pneumatika KFT:

Model number:

Product name:

Purchase price:

Date of implementing the contract by the enterprise:

Date of the notification about the malfunction:

Description of the malfunction:

The claim that the customer intends to enforce:

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Data of the product received for reparation or for investigation regarding the fulfillment possibilities of the warranty claim.

Date of the reception of the product:

Date on which the Customer can receive the repaired product:

Reason of the rejection of the claim that the customer intended to enforce (optional):

In case of a consumer dispute the customer can initiate a process at the conciliation board, which operates in addition to the County (Capital) Chamber of Commerce and Industry. The copy of the protocol has to be made available for the consumer immediately and in a certifiable way.

In case at the time of the reporting of the warranty or guarantee claim of the consumer the enterprise cannot declare if the claim can be enforced or not, it has to inform the client about its standpoint – in case of rejection of the claim about the reason of the rejection, and also, about the possibility of turning to the conciliation board – in a certifiable way, within five working days.

The enterprise is required to retain the recording protocol taken of the warranty claim of the consumer for three years from the date of recording, and it is required to present it for the authorities if asked for. The enterprise is required to make efforts in order to perform the reparation or change within a maximum of fifteen days.

Based on this protocol the consumer agrees to the administration of his data recorded in the protocol, according to the regulations in the order mentioned above.

Date:

Signature of Client

Signature of Provider