

INSTRUCTIONS FOR REPORTING DEFECTS

Report defects or complaints related to products and services of SmartWay d.o.o. is done through the form for reporting defects attached to this document and as a separate document on the company's website, About us / Documents / Reporting defects.

An accurate and fully completed form is sent to the email address info@smartway.com.hr after which you will receive a notification of receipt of the application, and your request will be forwarded for processing.

For products and services for which a defect has occurred within the warranty period or contracted maintenance, we deal with it within the warranty or contracted maintenance.

For products and services for which the warranty period has expired or maintenance has not been contracted, the diagnosis of the defect is charged 50 EUR + VAT, according to which a report is sent and a possible offer to eliminate defects.

In Sveti Martin na Muri, 01.01.2023.

SmartWay d.o.o.

A small version of the SmartWay logo with a handwritten signature in blue ink over it. The signature appears to be "Kume".

ATTACHMENT I
CONSUMER COMPLAINT

Company:	
Contact person:	
Phone contact:	
Contact person availability:	
Object:	
Complaint description:	
Date and time of defect appearance:	
Reference (invoice; contract)	
Has any work been carried out recently on the object ?	
*Serial number of PLC (NAD):	
*PLC has an Internet connection:	
*Coubieboard and router serial number:	

ANNOTATIONS:

- *Fill in the points with * if your project contains the mentioned elements*
- *Your personal data will be handled in accordance with the General Data Protection Regulation. More information is available on our web site*
- *In order to resolve the problem as quickly as possible, please fill out all the points in this form and send it to info@smartway.com.hr*
- *For products and services where the defect occurred within the warranty period or contracted maintenance, we deal with it as part of the warranty or contracted maintenance.*
- *For products and services for which the warranty period has expired or maintenance has not been contracted, the diagnosis of the defect is charged 50 EUR + VAT, according to which a report is sent and a possible offer to eliminate defects.*

Place and date
Applicant
