HDWR Warranty Statement (with warranty extension upon product registration)

Version 1.0 — effective from: 24 September 2026

§ 1. Warrantor

The warrantor is **HDWR Global sp. z o.o.**, ul. Dmowskiego 28, 63-000 Środa Wielkopolska, Poland, entered in the National Court Register (KRS) under no. 0000527575, VAT ID PL7861700636, REGON 302852637 ("Warrantor", "HDWR"). Warranty contact: **service.hdwrglobal.com**, e-mail biuro@hdwr.pl, phone +48 61 621 27 44, postal address as above.

§ 2. Scope

1. The warranty covers new products sold by HDWR directly or through resellers and distributors that appear on the list of products covered by the warranty published at service.hdwrglobal.com ("Product"). For each model the list states the basic warranty period and the extended warranty period.
2. The extended warranty does not apply to accessories (including adapters, cable organisers, mounting parts, inserts) or to products sold as outlet, ex-display or used — these are covered only by the warranty stated in the offer.
3. The warranty is available to every subsequent owner of the Product ("User") and passes with the Product.

§ 3. Warranty period

1. The **basic warranty** lasts for the period stated for the model on the product list (for SolidHand monitor mounts — 24 months) from the day the Product was delivered to its first buyer.
2. The **extended warranty** lasts 36 months in total, unless the product list states otherwise. It runs from the day HDWR shipped the Product, as recorded in HDWR's system and shown to the User on the registration page and in the registration confirmation.
3. The warranty period is extended by the time during which the User could not use the Product because of a defect covered by the warranty. If the Product is replaced with a new one, the warranty for it starts again.

§ 4. Conditions of the extended warranty

1. To obtain the extended warranty, the User registers the Product at service.hdwrglobal.com **within 30 days of receiving it**, using the code on the card enclosed with the Product, provides an e-mail address, confirms it via the link in the message, and consents to receiving commercial information from HDWR by electronic means.
2. Registration takes effect when the e-mail address is confirmed. HDWR sends a confirmation stating the warranty end date.
3. **Withdrawing consent to commercial information after registration does not affect the extended warranty.** Consent may be withdrawn at any time via the link in every message or by writing to the address in § 1.
4. Registration does not require proof of purchase. However, if it took place more than 44 days after HDWR shipped the Product, a User reporting a defect after the basic warranty has expired must provide proof of purchase or delivery showing that the Product was registered within the period in para. 1. Users without a card should contact HDWR (§ 1).
5. Not obtaining the extended warranty does not affect the basic warranty.

§ 5. Warrantor's obligations

1. If a defect caused by the Product itself (material or workmanship) appears during the warranty period, HDWR will repair the Product free of charge or — where repair is impossible or disproportionately costly — replace it with a defect-free product of the same model or with equal or better specifications. If replacement is also impossible, HDWR refunds the price paid by the first buyer.
2. HDWR reviews a claim within 14 days of receipt and completes an accepted claim within 30 days of receiving the Product; if more time is needed (e.g. awaiting parts), HDWR informs the User and states the reason.
3. For accepted claims HDWR covers shipping of the Product to the service centre and back within the territory defined in § 7, by ordering a courier or sending a return label.

§ 6. Reporting a defect

1. Defects are reported via service.hdwrglobal.com or to the e-mail address in § 1, stating the model, the card code or order number / proof of purchase, a description of the defect and, where possible, photos or a video.
2. The Product must be sent in packaging that protects it during transport, without accessories unrelated to the defect, unless HDWR requests otherwise.

§ 7. Territory

The warranty is valid in the European Union, the European Economic Area, Switzerland and the United Kingdom.

§ 8. Exclusions

The warranty does not cover: 1. mechanical, thermal and chemical damage, or damage caused by liquids, power surges or other external factors; 2. damage resulting from installation, connection or use contrary to the manual — in particular exceeding the permitted load or monitor size range, mounting on a desk or wall of insufficient strength, or connecting a cash drawer to a device with a voltage other than the rated one; 3. Products repaired, modified or disassembled outside the HDWR service, except for operations described in the manual (e.g. spring tension adjustment, insert replacement); 4. normal wear of consumable parts (inserts, trays, gaskets, paint in friction areas) and lost keys;

5. cosmetic defects that do not affect operation, reported later than 14

days after receipt of the Product.

§ 9. Warranty and statutory rights

This warranty does not exclude, limit or suspend the buyer's statutory rights regarding defects or lack of conformity of goods with the contract. The buyer may exercise those rights independently of this warranty against the seller from whom the Product was bought.

§ 10. Personal data

HDWR is the controller of the data provided during registration and claims. Data are processed to perform the warranty (Art. 6(1)(b) and (c) GDPR) and the e-mail address is used to send commercial information on the basis of consent (Art. 6(1)(a) GDPR) until it is withdrawn. Details, including data subject rights: privacy policy at service.hdwrglobal.com.

§ 11. Final provisions

1. Matters not governed by this statement are subject to Polish law, in particular Articles 577–581 of the Polish Civil Code. Consumers residing outside Poland retain the protection of the mandatory provisions of their country of residence.
2. This statement is available in Polish, English, German, Czech, Slovak, Romanian, Hungarian, Bulgarian, Italian and Spanish. In case of discrepancies the Polish version prevails, unless consumer protection law provides otherwise.
3. Amendments do not apply to Products delivered before the amendment date.