

# WARRANTY TERMS

Date of last update: 01/02/2024

**Brand :** Mathorn

**Products:** USB cables MTC-xxx series  
HDMI cables MVC-xxx series

## 1. The guaranteeing entity.

Sansa Europe sp. z o.o., ul. Wersalska 47/75 91-212 Łódź, NIP: 7272834800,  
KRS: 0000761180, REGON: 382245501, BDO: 000499493

## 2. Warranty Service

Sansa Europe sp. z o.o., ul. Wersalska 47/75 91-212 Łódź

## 3. Territorial scope.

- European Union
- United Kingdom

## 4. Warranty period.

The warranty for the cables is granted for a period of 36 months from the date of purchase, based on the date on the receipt or invoice.

## 5. The guarantee includes:

Any defects resulting from manufacturing errors or faults in cable components, including factory defects related to poor fitting of connectors, housings, and cable sheathing that impact their proper functioning and safety.

## 6. The warranty does not cover the following:

Cables whose connectors, connector housings, and sheathing have been damaged due to user fault for at least one of the following reasons:

- Cable breakage or excessive compression,

- Abrasion of cable sheathing or exposure to excessively high temperatures,
- Water ingress and contamination of cable connectors,
- Exceeding the permissible power transmission current specified in the specification,
- Exceeding the specified charging temperature in the specification.
- Claims for differences between the power from the source and the power delivered by the cable, especially in cases where it is impossible to achieve the maximum declared power transmission specified in the cable's specification, depending on the capabilities of connected devices and environmental conditions.
- Claims for differences between the maximum declared and actual data transfer speed between connected devices, which is dependent on factors other than those specified in the cable's specification.
- Incurred costs and lost profits resulting from the cable complaint and service process, even if it is determined that the warranty conditions have not been violated due to user fault.

## **7. Filing a complaint.**

a. The basis for considering a product complaint is having proof of the purchase in the form of a receipt or VAT invoice with the date of purchase.

b. In the absence of proof of the purchase, the Service may decide to perform a warranty repair based on the batch number of the cable, if it is legible.

c. The service reserves the right to charge the person submitting the complaint with the costs of verification in the event of an unjustified notification or in the event of a defect of the product resulting from the improper use of the product.

## **8. Factory defects of product**

In the event of a factory defect covered by the warranty, the user has the right to free repair, and in the event of the impossibility of repair, to replace the product with a new one. In the event of unavailability of a given product model on the market or its withdrawal from sale, the customer

may receive a product of similar parameters.

## **9. Replacement of product**

In the case of the replacement of the product with a new one, the warranty period begins on the date of delivery of the new product.