

GENERAL WARRANTY TERMS AND CONDITIONS

Mathorn Rechargeable Batteries and Cells

Date of update / Effective date: September 23, 2026

Document version: BAT-20260923-1

Scope of application: *This document applies to all dedicated rechargeable batteries (replacement camera and camcorder batteries), V-Mount/Gold-Mount batteries, power cells, and battery packs of the Mathorn brand placed on the market by the Warrantor.*

WARRANTOR (GUARANTOR):	CENTRAL WARRANTY SERVICE:
SANSA Europe Sp. z o.o., ul. Wersalska 47/75, 91-212 Łódź, Poland NIP: 7272834800 KRS: 0000761180 REGON: 382245501 BDO: 000499493 Phone: +48 601 901 790 E-mail: info@sansa.pl Website: www.sansa.pl	SANSA Europe Sp. z o.o. - Serwis Mathorn, ul. Wersalska 47/75, 91-212 Łódź, Poland Phone: +48 661 612 859 E-mail: serwis@sansa.pl

§ 1. General Provisions

1. These General Warranty Terms and Conditions define the rules, scope, and procedure for exercising warranty rights under the quality warranty granted by the Warrantor for all Mathorn brand rechargeable batteries, batteries, and power cells (regardless of the technology and cell chemistry used).
2. The entity granting the warranty (Warrantor) is SANSA Europe Sp. z o.o. based in Łódź.
3. The territorial scope of warranty protection covers the territory of the member states of the European Union and the United Kingdom.
4. The version of the Warranty Terms and Conditions in effect on the date of purchase of the goods by the Customer applies (according to the date on the proof of purchase). New editions of the Warranty Terms and Conditions do not apply retroactively to the detriment of acquired rights of Customers.
5. **Precedence of Warranty Terms:** This document constitutes the full and exclusive warranty statement of the Warrantor. In the event of any discrepancy between the warranty period specified in this document (36 months) and information provided on the product packaging, label, or promotional materials (e.g., 12 months marking), the provisions more favorable to the Customer shall apply, i.e., the full 36-month warranty period specified in these Terms.
6. **Product sets (e.g., Power Kit):** In the case of purchasing products in a set (e.g., a kit containing rechargeable batteries and a charger), each component of the set is subject to the warranty terms applicable to its product category (batteries are subject to these Warranty Terms, while the charger and cables are subject to the Warranty Terms for Mathorn Accessories). A defect or damage to one component of the set does not constitute grounds for a complaint regarding the remaining, fully functional components of the set.

§ 2. Relation to Statutory Warranty and Consumer Rights (Legal Statement)

1. The quality warranty granted by the Warrantor is a voluntary performance independent of the rights accrued to the Buyer under universally applicable provisions of law.
2. The manufacturer's warranty **DOES NOT** exclude, limit, or suspend the Buyer's rights (including Consumer and Sole Proprietor with Consumer rights) resulting from statutory warranty provisions for defects / non-conformity of goods with the contract, valid for 2 years (24 months) from the delivery of the goods.
3. The Buyer has the right to pursue claims for non-conformity of goods with the contract / statutory warranty directly against the Seller, independently of using warranty rights against the Warrantor.

§ 3. Warranty Period, Limitations, and Operational Standards

1. The warranty is granted for a period of **36 months (3 years)** starting from the date of purchase indicated on the receipt or VAT invoice.
2. **Limitations and operational standards for batteries:** The nominal capacity declared on the packaging and housing refers to the physical parameters of the lithium cells used. For technological reasons (power consumption by the built-in BMS protection circuit, internal resistance, and wire losses), the actual usable capacity of a factory-new battery pack may be up to 8% below the nominal cell capacity, which is a natural phenomenon and does not constitute a manufacturing defect.
3. The gradual decline in battery capacity over time and with the number of completed charge/discharge cycles is a natural operational feature of lithium-ion / lithium-polymer cells and is not subject to repair or replacement under warranty.
4. **Software (firmware) compatibility:** The warranty covers battery compatibility with device software (firmware) for which it was designed, exclusively in versions officially available on the battery production date stated on the packaging or housing. The warranty and statutory warranty do not cover incompatibility resulting from subsequent device software updates introduced by its manufacturer after the battery production date.
5. **Minimum durability date / Storage ("Best before"):** The minimum durability date marking placed on the packaging (e.g., Best before: 2029) defines the maximum recommended date by which an unused factory product should be put into operation (first charge) to retain its full initial parameters. This marking **does not shorten or limit the 36-month warranty period**, which commences on the date of purchase by the end user. In the case of purchasing a product approaching the Best before date, the warranty period is a full 36 months from the date on the proof of purchase.

§ 4. Scope of Protection and Exclusions of Liability

1. **Scope of warranty:** The warranty covers the proper operation of the product and material and manufacturing defects revealed during the warranty period, including in particular:
 - a) Manufacturing and fit defects of the housing, contacts, and connectors affecting safety and proper functioning;
 - b) Manufacturing defects of the internal electronic protection system (BMS/PCM) that prevent proper battery operation when used in accordance with the user manual.
2. **Criterion for verifying manufacturing defects (first 30 days):** A manufacturing defect of the cell or control system is recognized when the measured usable capacity of the battery within the first 30 days from the date of delivery is more than 10% lower than the nominal capacity indicated on the product.

3. The warranty and statutory warranty / liability for non-conformity with the contract **DO NOT** cover faults and damages resulting from external causes or user fault, in particular:

a) Mechanical damage to the housing, contacts, or connectors, impacts, crushing, and damage caused by falling from a height (e.g., above 1 m);

b) Liquid flooding, exposure to moisture, direct contact with water, steam condensation, electrical short circuit, or electrostatic discharge;

c) Extreme temperatures: use or storage of the battery in extreme temperatures exceeding the ranges specified in the technical specifications/manual (i.e., charging, discharging, or storing above 60°C or below 0°C);

d) Incorrect charging: charging the battery with a current or voltage higher than specified in technical specifications or using damaged, non-original, or non-compliant chargers;

e) Modifications and unauthorized actions: unauthorized opening of the housing, modifications, repairs performed outside the Warrantor's service center, or removal/damage of original labels and serial numbers;

f) Deep discharge: inability to charge resulting from permanent damage to cells due to leaving the battery in a deeply discharged state for an extended period through user fault;

g) Natural wear and tear: loss of battery capacity within permissible operational standards after the first 30 days from purchase, resulting from natural aging of Li-ion cells;

h) Third-party device updates: lack of compatibility with third-party devices resulting from subsequent software (firmware) updates introduced by the device manufacturer after the battery production date.

§ 5. Complaint Reporting Method and Performance of Services

1. The Customer has two equal options for submitting a warranty claim:

- **Option A (Direct notification to the Warrantor)**: The Customer reports the request for warranty repair by contacting the Warrantor's Service directly (Tel. +48 661 612 859, e-mail: serwis@sansa.pl) and agrees on the method of delivering the product to the service center.

- **Option B (Notification via the seller)**: The Customer contacts the Seller from whom the product was purchased, who mediates in forwarding the warranty claim to the Warrantor.

2. The basis for processing a claim is presenting proof of purchase (receipt or VAT invoice). In the absence of proof of purchase, the Service may decide to verify the claim based on a legible serial number placed on the battery.

3. **Lack of spare parts and repair method**: For technological reasons and to ensure absolute safety when using lithium-ion packs, the Warrantor does not provide or replace individual spare parts. If the claim is deemed justified, the Warrantor will, at its own discretion, repair the battery free of charge, replace it with a new defect-free unit, deliver a replacement product, or refund the purchase price of the Battery.

4. **Replacements**: In the event that a given model is unavailable on the market or discontinued, the Customer will receive a replacement product with technical parameters not inferior to the claimed one, and if a replacement cannot be provided — a refund of the Battery's purchase value.

5. **New warranty period**: In the event of replacing the battery with a new defect-free unit, the warranty period for the new product is 36 months and commences on the day the new goods are delivered to the Customer.

§ 6. Verification Procedure and Complaint Costs

1. Laboratory testing procedure: Verification of capacity parameters for the purpose of handling warranty claims is performed by the Warrantor's Service under laboratory conditions, in accordance with the capacity measurement procedure specified in the **PN-EN 61960-3** standard (or **PN-EN 62133-2** respectively).

2. Costs of a justified complaint: If the complaint is recognized as justified, the costs of delivering the battery to the service center and the costs of reshipping the repaired/new product to the Customer are covered by the Warrantor.

3. Costs of an unjustified complaint: In the case of a warranty claim where service testing shows no manufacturing defects and determines that the fault resulted from causes listed in § 4 (user fault, e.g., due to flooding, short circuit, overheating, drop, or improper use), the Warrantor reserves the right to charge the Claimant with documentable costs of technical diagnostics/expertise and battery transport.

§ 7. Limitation of Warrantor's Liability

1. The Warrantor's liability under the granted warranty is limited exclusively to the obligations explicitly defined in this document, i.e., to repair, replacement of the Battery with a new defect-free unit, delivery of a replacement, or refund of the Battery's purchase value.

2. Exclusion of consequential damages: The Warrantor is not liable for damages resulting from using the Battery contrary to the user manual or its technical specification. The Warrantor is not liable for incidental costs and lost profits resulting from the inability to use the device during the service procedure, within the limits permitted by universally applicable law.