

WARRANTY TERMS AND CONDITIONS

Mathorn Chargers, Cables, and Accessories

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Applies to: *Battery chargers, mains/wall chargers, USB/HDMI cables, adapters, signal boosters, and other power and transmission devices of the Mathorn brand.*

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 battery chargers, mains chargers, power and transmission cables (USB, HDMI), adapters, signal boosters, and other power supply and transmission accessories of the Mathorn brand.
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 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 do not apply retroactively to the detriment of acquired rights of Customers.
5. **Product sets (e.g., Power Kit):** In the case of purchasing products in sets (e.g., a set containing batteries and a charger), each component of the set is subject to the warranty terms applicable to its product category (chargers and cables are subject to these Warranty Terms, while batteries are subject to the Warranty Terms for Mathorn Rechargeable Batteries and Batteries). 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 and Technical Specifics of Products

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. Transmission and power supply parameters (Cables, Adapters, and Boosters): The maximum charging power (e.g., 60W, 100W, 240W), data transfer throughput (e.g., 480 Mbps, 10 Gbps, 40 Gbps), and video/audio resolution (e.g., 4K, 8K) declared in the product specifications represent maximum theoretical hardware capabilities of the cable/adaptor. Actual operating parameters in a specific setup depend on the technical capabilities of connected external devices (power source, charger, charged device, USB/HDMI controller), the transmission protocol used, and environmental conditions. The difference between the declared power/speed of the cable and the value achieved in a given setup resulting from limitations of third-party devices does not constitute a manufacturing defect of the product.

3. Specifics of operation under load: Switched-mode and GaN chargers generate heat during high-power operation. The warming of the charger housing within the limits specified by safety standards (**PN-EN 62368-1**) is a natural physical phenomenon and does not constitute a fault.

§ 4. Scope of Protection and Exclusions of Liability

1. The warranty covers the proper operation of the product and material and manufacturing defects revealed during the warranty period, including in particular:

- a) Manufacturing defects in the execution and fit of housings, connectors, plugs, and cable jacketing/braid affecting safety and proper functioning;
- b) Manufacturing defects of internal electronic circuits (power controllers, surge, overload, and overheat protection circuits) which, despite usage in accordance with the manual, prevent proper operation of the device.

2. 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:** breakage, twisting, excessive compression, abrasion of cable jacketing/braid, bending or pulling out of USB/HDMI connector contacts, charger housing damage caused by falling, impact, or crushing;
- b) **Flooding and moisture:** damage resulting from liquid flooding, direct contact with water, contact corrosion, steam exposure, or improper storage conditions;
- c) **Extreme temperatures:** use or storage of products in temperatures exceeding the ranges specified in technical specifications/manuals (e.g., exposure to direct fire, heat sources, or temperatures above 60°C);
- d) **Exceeding electrical parameters:** damage resulting from exceeding permissible power, transmission current, or voltage specified in technical specifications, as well as short circuits and power surges in the building's electrical installation or third-party devices;
- e) **Inappropriate co-operating devices:** damage resulting from connecting devices in poor technical condition, incompatible, or damaged batteries;
- f) **Modifications and unauthorized actions:** unauthorized opening of the housing, alterations, soldered modifications, repairs performed outside the Warrantor's service center, or removal/damage of the rating label and serial number;

g) Natural wear and aesthetics: minor housing scratches, natural loss of cable flexibility, material discoloration not affecting electrical functionality;

h) Third-party device updates: lack of compatibility resulting from subsequent software (firmware) updates of third-party devices connected to chargers/cables, introduced by their manufacturers after the production date of Mathorn equipment.

§ 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 directly first (SANSA Europe Sp. z o.o., ul. Wersalska 47/75, 91-212 Łódź, Tel. +48 661 612 859, e-mail: biuro@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 or production series marking placed on the product.

3. Lack of spare parts and performance method: For technological reasons and due to the non-disassemblable, factory-integrated construction of cables, adapters, and power supplies, 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 product free of charge, replace it with a new defect-free unit, deliver a replacement product, or refund the purchase value.

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 purchase value.

5. New warranty period: In the event of replacing the product 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. Service testing procedure: Verification of electrical functionality and transmission parameters for the purpose of handling warranty claims is performed by the Warrantor's Service under laboratory conditions using professional meters and measuring loads, in accordance with the requirements of relevant technical standards (including **PN-EN 62368-1** for power devices).

2. Costs of a justified complaint: If the complaint is recognized as justified, the costs of delivering the product 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 connector breakage, flooding, external short circuit, or overload), the Warrantor reserves the right to charge the Claimant with documentable costs of technical diagnostics/expertise and product 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 product with a new defect-free unit, delivery of a replacement, or refund of the purchase value.

2. Exclusion of consequential damages: The Warrantor is not liable for damages resulting from using the product 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 co-operating devices during the service procedure, within the limits permitted by universally applicable law.