

General Terms of Business

Placing Orders:

You can place your order via our online shop at <http://www.larsson.pl>; by fax, by completing the order form and faxing it to 58/341 85 82; by writing to biuro@larsson.pl; by telephone (only if it is a retail sale), by calling us on 58/341 0 900 from Monday though to Friday from 9.00 to 17.00. Your order should only state our catalogue part numbers, each consisting of seven digits. Please do not give any part or motorcycle names, their production years or any other details. If your order form is illegible, Larsson reserves the right to make our own interpretation of what is written on it. Orders placed without providing the client number (for companies) or/and the full name and address of the ordering party will not be processed. Any orders placed with us will remain valid until processed or cancelled in writing. Customised orders cannot be cancelled before 14 working days have passed since being placed. Any valid orders will be visible in the system as pending until processed or cancelled. If we suspect that the information submitted is fraudulent, Larsson Polska reserves the right not to dispatch the goods. Your order will not require any confirmation from us. Placing an order with us is equivalent to your accepting this Policy.

Shipment:

Any shipments will be at the Client's expense. Orders placed before 13:00 will be processed on the same day, whilst those placed after 13:00 will be processed on the same or the following day (depending on the current workload in our warehouse). On your order form, you should indicate the method of shipment of your choice (Polish Post, municipal service or GLS) or personal collection. When collecting personally, companies which are our wholesale customers, are required to produce their Larsson Polska customer cards. We do not make expedited postal shipments. If you do not indicate the carrier, we reserve the right of choice. Parcels with a value of more than PLN 500 gross will be sent via the GLS courier service. Where appropriate, we reserve the right to change the method of shipment from Polish Post to GLS. Do not re-order any goods which you have already ordered. Order forms on which the "all-in-one" option is not ticked, will be processed in stages, i.e. we will send out the items as they become available. Any order which has been picked & packed is immediately sent to the Client without prior notification. Orders are approved separately on an ongoing basis - several orders placed on the same day may be sent out in several shipments. If you are late with any payment, your order may be either sent with payment on delivery or suspended until the full payment of the overdue amounts. Larsson Polska cannot be held liable for any changes in the terms of the carrier service including, in particular, price changes; however, Larsson Polska will inform you of any changes in carrier prices on our website at <http://www.larsson.pl>.

Price:

Larsson Polska sells goods at prices published in our online shop. We reserve the right to change our prices if there is a marked change in foreign exchange rates or our wholesale prices of our suppliers. If you place your order before we change our price list, your order will be processed at the prices which were applicable on the date of the order placement. Our entire offering, current prices and items availability can be found in our online catalogue at <http://www.larsson.pl>. We charge an additional fee for the shipment. If you are a motorcycle company making purchases for installation services or resale, Larsson Polska will sell to you at a discount. Larsson Polska will verify your business activity and reserves the right not to grant a wholesale

discount. Discounts do not depend on the duration of cooperation with a specific company. If you fail to fulfil the sale plan, your discounts will be cancelled. For details please refer to the **Registration Regulations**.

Claims (COMPANIES):

For companies which are registered with Larsson Polska on general business terms, the warranty period is one year. You should check your items immediately after their receipt (personally in our department or after you collect your parcel from the carrier). Faulty items should be returned to Larsson Polska within 14 days after the detection of a fault. Larsson Polska will not admit any claims if the item was used improperly, outside its intended use or was fitted to a motorcycle carelessly or not as required under the common standards of technical practice; or when the damage is a result of an accident, user error, sporting activities, or any other event which is sporting in character; or any other use, or any use in conditions, for which it was not intended; or storage in improper conditions, exposure to damp, non-recommended modifications, alterations, repairs, improper installation or power supply, excessive mechanical stress, failure to comply with the user manual, or any other activities for which Larsson cannot be held responsible. Furthermore, Larsson disclaims liability for any damage that may occur as a result of flood, storm, fire, sand, dust or dirt, earthquakes, Force Majeure, surges or fluctuations in electrical supply, battery leaks, unreasonable exposure to sunlight, humidity, frost, heat and/or corrosive environment, theft or connection to other equipment not recommended for connection by Larsson.

Claims will be admitted only, if:

- items received are found to have technical defects, or
- have sustained mechanical damage pending delivery, or
- defects that occur during use which are covered by the warranty.

If any of the above-mentioned situations occurs, you should return your item to Larsson Polska at your expense. We do not accept reverse charges so do not make any shipments using such a method as such shipments will not be collected. If you have a claim regarding an item, you will have to remove and/or re-install it at your own expense and risk. Any items that you return must be clean, complete and with all the component parts included. All return shipments must be accompanied by an item return form (which you can find on the final pages of our catalogue and/or on our website). If it is missing or contains incomplete information, we will not process your claim. We may also need additional information on how the item was used before we start processing your claim and if you fail to provide this to us, we will not process your claim.

If your claim is accepted, we will return the repaired item to you as quickly as possible or replace it with a fully operational one. If that is impossible (for example because warehouse stocks have been exhausted or the production of your item has been discontinued), we will issue a credit note and make a refund as appropriate.

If your claim is rejected as groundless, Larsson Polska may charge you with the cost of an expert opinion, if any. If any issues regarding your claim are not covered by this Policy, the same will be governed by the Civil Code Act of 23rd April 1964, as amended.

Returns (COMPANIES):

Larsson Polska will accept returns of any items purchased via mail orders provided that they are returned in a resalable condition and in their original packaging. You cannot return any items which show traces of use or fitting to a vehicle. Any returns must be accompanied by the completed claim/return form. If you return an item due to your fault, you will pay the shipment expenses. If a return is made by a registered company, Larsson Polska will charge them with a return processing fee of 15% of the item price. You cannot return customised orders as well as any items which are no longer on offer or pending removal from our catalogue.

Claims (CONSUMERS):

The warranty period for defects in items sold is 2 years. If you find your item to be defective, you should return it to Larsson Polska. The item should be accompanied by the completed claim form available in the DOWNLOADS department on our website at www.larsson.pl. Your warranty claims will be processed within 14 days. If you do not receive an answer from us regarding your claim within this period, your claim will be considered to be justified. If your claim is admitted, we will either replace the defective item or remove the defect in good time, without excessive inconvenience for you. Claim-related issues are regulated in detail under the Consumer Law Act of 30th May 2014.

Returns (CONSUMERS):

If you purchase your item from Larsson Polska via an e-mail order, you may return it without any reason within 14 days from the date of receipt of the delivery. In such a case you will need to make a statement that you terminate the contract (the relevant form can be found in the DOWNLOADS department on our website at <http://www.larsson.pl>). If you return an item that you purchased, you will pay the shipping costs to deliver it to us. If, when making you purchase, you chose a delivery method other than the typically cheapest method of shipment offered by Larsson Polska, your additional costs will not be refunded. Any refunds will be made within 14 days from the date that Larsson Polska receives the returned item or the relevant shipping proof.

Risk:

Larsson Polska delivers items that are free of any defects. The risk of loss or damage will pass on from the seller to the buyer when the item is collected from the warehouse or, if the buyer decided to use carrier services, from the carrier. Larsson Polska disclaims any liability for parcels which are damaged or lost in transit. In accordance with Polish shipping law, it is the carrier who have the full responsibility. If the above-mentioned event occurs, please call us on 58/ 341 0 900 within our working hours. We will process your claim within a period depending on the terms of service of the carrier. If you fail or refuse to collect an item you ordered on an agreed date, Larsson Polska will be automatically relieved from the order-related obligations and will have the right to sell the item to other parties with immediate effect.

Personal data protection:

Provision of your personal data is totally voluntary; however, it is required for entry into a commercial contract, the making out of an invoice, the shipping of your order and the receipt of your payment. Larsson Polska sp. z o.o. will administer and maintain your personal data in a manner as required under the Data Protection Act of 29th August 1997. Your personal data will be maintained and processed in order to enable the completion of your orders. You have the right to control, view, amend and rise

objections against the processing of your personal data. Any objections you may have may be raised via our Call centre on +48 58/ 341 0 900 or by an e-mail sent to **biuro@larsson.pl**. Larsson Polska sp. z o.o. will use your personal data only for commercial information purposes. Your participation is fully voluntary and you may, at any time, cancel your permission using procedures published on our website and we will stop sending you any further information and notices. Your personal data we collect include your e-mail address, telephone number, residence address, PESEL, NIP, and your full name. Any information provided by you is strictly confidential and we are permitted to provide it to public administration authorities, public officers or any other services only in accordance with Polish and international law. Our employees use the data collected when performing their official duties exclusively to complete their work tasks.