

WARRANTY STATEMENT

Our products are designed to the highest quality standards. If however one of our products does develop a problem, we also ensure that the client receives the highest level of service possible.

Warranty:

This warranty applies to the physical goods and only for the physical goods purchased from Allocacoc.

What does this warranty cover?

This warranty covers any defects of the products, product function, product's material or workmanship under normal use.

What will we do to correct the problems?

Allocacoc will make sure to investigate the problem and will provide Distributor with a problem and solution report. Depending on the type of problem and quantities involved, a decision is made to either replace the defective products, or reimburse the distributor.

In case of reimbursement: Allocacoc does not provide credit for next orders, so in the case of reimbursement distributor needs to send an invoice with the reimbursement amount addressed to Allocacoc. Allocacoc will then transfer the amount to Distributor's bank account.

In case of replacing the defective products: Evaluating based on urgency of the replacement, Allocacoc will either add the replacement products to the next order of the distributor or arrange a separate shipment.

What does this warranty not cover?

This warranty does not cover any problem that is caused by:

- Damage resulting from improper usage of the product
- Damage of a product resulting from unauthorised modification of the product
- Theft or loss of a product
- Damage resulting from natural disasters

What do you have to do?

Below, you can find the procedure to follow when you/your client/a consumer that purchased the product from you/your client encounters a defect:

1. When a product is sold and a problem develops, the consumer can return the product to the store where the product was purchased.
2. The store where the product was purchased completes a form in which all detailed information on the defect can be given (see attachment), and sends this to the Distributor it was supplied from. A copy can be sent to support@allocacoc.com. Noting the BN-code is important and providing pictures/videos of the defect is preferred.
3. Distributor gathers all returned goods, and contacts Allocacoc on the further procedure to follow. Distributor shares the information about the defect, the BN-Code and possible pictures and/or videos. Depending on the type of problem and the quantities involved, a decision is made to either replace the defective products, or reimburse Distributor.
4. If the defect product is returned upon request, products must be returned in adequate condition in proper packaging and shipping material.