



LIMITED WARRANTY

Tedee Warranty Card

In force from **7 October 2026** · Guarantor: **Tedee Sp. z o.o.**, Warsaw, Poland · support@tedee.com

1 Definitions

In this Warranty Card, the following terms have the meanings given below.

Term	Meaning
Company / Guarantor	Tedee Sp. z o.o., ul. Karola Bohdanowicza 21/57, 02-127 Warsaw, Poland; registered with the National Court Register under KRS 0000712451 (District Court for the Capital City of Warsaw, 12th Commercial Division), NIP 7010795542, REGON 369188621. Contact: support@tedee.com , +48 884 088 011.
Warranty Card	This document, constituting the Company's guarantee statement.
Product	Any device manufactured by the Company and placed on the market under the Tedee brand, purchased by the Client individually or as a set. A device manufactured by the Company and placed on the market under another party's brand is not a Product; the guarantee for such a device is given by the party under whose brand it is sold.
Promotional Product	A Product provided under the Tedee Smart Rental offer and assigned to a Tedee Connect subscription. Unless stated otherwise, provisions on the Product apply to the Promotional Product accordingly.
Seller	The entity from which the Client purchased the Product: the Company itself, or an authorised distributor, reseller or retailer of the Company's Products.
Client	A natural or legal person who purchased the Product as a buyer and holds this Warranty Card. Unless stated otherwise, provisions on the Client apply to both Consumers and Business Clients.
Consumer	A Client, domiciled within the EU, who purchased the Product for purposes outside their trade, business, craft or profession; and a sole trader who purchased the Product for purposes partly within their business activity, where the purchase is not of a professional nature for that person given the subject of their business activity.
Business Client	Any Client who is not a Consumer.
Defect	A defect in materials or workmanship attributable to the Company, inherent in the Product at the moment it was placed on the market and revealed in the course of normal use, subject to Sections 4 and 5.
Warranty	The Company's voluntary commercial guarantee, granted on the terms set out in this Warranty Card. It is given in addition to, and does not affect, the Client's statutory rights described in Section 6.
Warranty Period	The period defined in Section 3.

2 Scope of the Warranty

2.1. The Company grants the Client this Warranty for every Product purchased from the Company or from an authorised distributor, reseller or retailer of the Company's Products. The Warranty is granted free of charge and does not require registration.

2.2. The Warranty covers every Product the Client purchases, including devices added to the Company's range after the day this Warranty Card entered into force. No separate warranty card is issued for an individual device.

2.3. The Company is liable under this Warranty for Defects only. The Warranty does not cover the additional software used to operate the Products, including the Tedee mobile application; the treatment of batteries and software is set out in Section 4.

2.4. Warranty rights may be exercised without territorial limitation or additional charge throughout the Republic of Poland and the European Economic Area. Section 13 sets out the additional terms that apply to Products purchased in the United States of America. For Products purchased outside those territories, the Client should contact the Seller; the Company will indicate the available service route on request.

2.5. This Warranty is in addition to, and does not exclude, limit or suspend, the rights the Client has by law against the Seller. Section 6 explains those rights.

3 Warranty Period and its renewal after repair

3.1. The Warranty Period is **24 months** from the day the Product was delivered to the Client.

3.2. For a Promotional Product, the Warranty Period runs from activation and lasts for the entire duration of the associated Tedee Connect subscription.

3.3. Consumers. Where the Company has replaced the Product with one free of Defects, or has carried out a substantial repair of the Product, the Warranty Period runs **anew** from the day the Product is returned to the Consumer. Where a part of the Product has been replaced, the same applies to the replaced part. In all other cases the Warranty Period is extended by the period during which the Consumer was unable to use the Product because of the Defect.

3.4. Business Clients. By way of derogation from Section 3.3, the Warranty Period for a Business Client is extended only by the number of days during which the Product remained in the Company's possession for the purpose of warranty service. Neither repair nor replacement causes the Warranty Period to run anew.

3.5. Separately from this Warranty, the Seller's statutory liability towards a Consumer may be extended by a further 12 months where the Consumer's claim against the Seller was settled by repair. Section 6 explains this.

4 What the Warranty does not cover

4.1. The Warranty does not cover damage or malfunction **to the extent that it was caused by:**

- use of the Product contrary to its intended purpose or to the instructions for use, including incorrect installation, connection, assembly, configuration, maintenance or operation;
- mechanical damage, unless it resulted directly from a Defect;
- improper transport, storage or handling by the Client or a third party;
- events beyond the Company's control, in particular contact with liquids or chemical substances, moisture, condensation, temperatures outside the specified operating range, lightning, incorrect supply voltage, fire, flood or pest infestation;
- use of the Product in conditions other than those specified for it, or operation beyond the Product's specification;
- accessories, power sources, cables or components that were not supplied or approved by the Company;
- cleaning methods other than those indicated in the instructions for use.

4.2. The Warranty does not cover cosmetic wear that does not affect the functioning of the Product, such as scratches, dents or wear of protective coatings.

4.3. Batteries. A manufacturing defect of a battery supplied by the Company as part of the Product **is covered** by this Warranty. Gradual loss of battery capacity resulting from normal use is not a Defect. The Company treats a battery as defective where its usable capacity falls below **70%** of nominal capacity within the Warranty Period under normal use. Batteries supplied by third parties are not covered.

4.4. Software. The Tedee mobile application and other software used to operate the Products are not covered by this Warranty. This does not affect the Seller's statutory liability towards the Consumer for digital elements supplied with the Product and for updates, nor any separate terms under which the software is provided.

4.5. Replacing the battery, or opening the Product, in the manner described in the instructions for use does not affect the Warranty.

5 Repairs, modifications and third-party service

5.1. Having the Product repaired, serviced or modified by a person other than the Company or a service partner authorised by it **does not cause the Client to lose the Warranty**.

5.2. The Warranty does not cover damage or malfunction to the extent that it was caused by such a repair, service or modification, or by the use of spare parts or components that were not approved by the Company. Where the Company refuses warranty service on that basis, it states the reasons in writing.

5.3. The Company does not refuse to repair a Product solely because the Product was previously repaired by another repairer or by the Client, and does not use contractual terms, hardware features or software techniques whose purpose is to prevent independent repair of the Product.

5.4. Where the Warranty does not apply, the Company may offer repair against payment on terms agreed individually with the Client. Section 10 applies.

6 Your statutory rights against the Seller

6.1. Where the Product does not conform with the sales contract, the Consumer has remedies by operation of law, provided by and at the expense of the Seller. This Warranty has no effect on those remedies: it does not exclude, limit or suspend them. Those remedies are exercised against the Seller from whom the Product was purchased, not against the Company, unless the Company is itself the Seller.

6.2. Under the law of the European Union, the Seller is liable to the Consumer for any lack of conformity existing at the time of delivery and becoming apparent within at least two years of that time. National law may provide for a longer period.

6.3. Where the Seller remedies a lack of conformity by repairing the Product, the Seller's period of liability is extended once, by 12 months, in the Member States that have transposed Directive (EU) 2024/1799. Before providing a remedy, the Seller informs the Consumer of the right to choose between repair and replacement and of that possible extension.

6.4. A Business Client's statutory rights against the Seller are governed by the law applicable to that sale and are not affected by this Warranty.

7 How to make a warranty claim

7.1. Claims are submitted to the Company by e-mail to support@tedee.com or by telephone at +48 884 088 011, or to any other contact details the Company has made available.

7.2. A claim should state the Client's contact details, proof of purchase of the Product in any form, a description of the Defect and, where the Client has a preference, the warranty service requested. The Company confirms receipt of the claim, assigns a case number and sends it to the e-mail address given by the Client.

7.3. Consumers. The Consumer should report the Defect to the Company as soon as reasonably possible after discovering it. Reporting it later does not cause the Consumer to lose any rights under this Warranty, provided the Defect appeared within the Warranty Period.

7.4. Business Clients. The Business Client is required to report the Defect within 7 days of discovering it and to take reasonable steps to prevent the damage from spreading. Failure to do so excludes warranty claims in respect of that Defect, and in respect of any further damage that the delay caused; it does not affect the Warranty as regards other Defects.

7.5. Delivery and costs. Where the Product has to be delivered to the Company, the Client sends it to the address indicated by the Company. For Consumers, the Company bears the cost of delivery in both directions and provides a shipping label on request. For Business Clients, the Company bears the cost of returning the Product; the cost of sending it to the Company is borne by the Business Client. The Company bears the risk of accidental loss of or damage to the Product from the moment it receives it until it is returned.

7.6. Deadlines. The Company performs the warranty service, or informs the Client that the claim has been refused and why, within **14 days** for a Consumer and **30 days** for a Business Client, counted from the later of receipt of the complete claim and receipt of the Product. Where the extent of the Defect makes it impossible to meet that deadline, the Company informs the Client of a new expected date before the deadline expires.

7.7. Parts or Products replaced under the Warranty become the property of the Company.

8 Warranty remedies - Consumers

8.1. Where a Defect is found in a Product covered by the Warranty, the Consumer may request repair of the Product or its replacement with one free of Defects.

8.2. The Company may provide the other of those two remedies where the one requested is impossible, or would impose costs on the Company that are disproportionate taking into account the value the Product would have without the Defect, the significance of the Defect and whether the alternative remedy can be provided without significant inconvenience to the Consumer. The Company gives the reasons for doing so in writing.

8.3. The Consumer may request a price reduction or a refund of the price paid where:

- neither repair nor replacement is possible, or both would impose disproportionate costs on the Company;
- the Company has not provided repair or replacement within a reasonable time and without significant inconvenience to the Consumer;
- the Defect persists after the Company has attempted repair; or
- the Defect is significant enough to justify it.

8.4. A price reduction is proportionate to the reduction in the value of the Product compared with a Product free of Defects. The Company pays the amount due within 14 days of receiving the Consumer's statement of price reduction, and, in the case of a refund, within 14 days of receiving the Product back or proof that it has been sent.

8.5. Warranty service is free of charge for the Consumer, including the cost of parts, labour and delivery.

9 Warranty remedies - Business Clients

9.1. Where a Defect is found in a Product covered by the Warranty, the Business Client may request repair of the Product. The Company chooses the manner of performing the warranty service and may replace the Product instead of repairing it, in particular where repair would generate disproportionate costs.

9.2. The Business Client may request replacement of the Product with one free of Defects where the same Product has already been repaired twice under the Warranty and the Defect persists.

9.3. The Business Client may request a refund of the price paid only where neither repair nor replacement is possible.

9.4. Sections 3.4 (no renewal of the Warranty Period), 7.4 (7-day notification) and 7.5 (allocation of delivery costs) apply.

9.5. The Company's total liability towards a Business Client arising out of or in connection with this Warranty is limited to the price paid for the Product concerned. The Company is not liable towards a Business Client for loss of profit, loss of data, business interruption or other indirect or consequential loss. This limitation does not apply to damage caused intentionally, nor to any liability that cannot be limited under mandatory law.

9.6. Individually agreed modifications of this Warranty must be confirmed in writing to be valid.

10 Repair outside the Warranty

10.1. Where a Defect is not covered by this Warranty, or the Warranty Period has expired, the Company may carry out the repair against payment, on terms agreed with the Client in advance.

10.2. Before starting such a repair, the Company informs the Client of the nature of the fault, the repair proposed, the price or the method of calculating it, and the time the repair will take. The Client is not bound until they accept those terms.

10.3. Where the Company charges for a diagnostic service, it informs the Client of that cost before the Client sends the Product in. Where the Client then commissions the repair, the Company sets the diagnostic cost off against the price of the repair.

10.4. The Company makes spare parts available at a price that does not discourage repair, and provides repair information on request.

11 Transfer of the Warranty

11.1. The Warranty attaches to the Product. Where the Client transfers ownership of the Product to another person, that person may exercise the rights under this Warranty for the remainder of the Warranty Period, on presentation of proof of the original purchase.

11.2. Transfer of ownership does not extend the Warranty Period and does not create a new one.

12 Limitation of liability

12.1. This Warranty covers Defects only. It does not cover the conformity of the Product with local laws, guidelines or documentation outside the European Economic Area, nor the suitability of the Product for a purpose intended by the Client that goes beyond the Product's specification.

12.2. The Company's liability under this Warranty is limited to the price paid for the Product concerned.

12.3. The limitation in Section 12.2 does not apply to, and nothing in this Warranty excludes or limits, liability for death or personal injury, liability for damage caused intentionally or by gross negligence, liability under product liability legislation, or any other liability that cannot be excluded or limited under mandatory law, including consumer protection law.

13 Additional terms for customers in the United States

This is a Limited Warranty.

13.1. This Warranty applies to Products purchased in the United States of America, and the Client may bring a claim under it directly with the Company. Because of the cost and time involved in intercontinental shipping, the Company recommends that customers in the United States first seek a remedy from the seller of the Product. For help in raising a claim with a seller such as Amazon, contact support@tedee.com.

13.2. Duration of implied warranties. The Warranty Period set out in Section 3 applies both to this written warranty and, to the extent permitted by law, to any implied warranty under the Magnuson-Moss Warranty - Federal Trade Commission Improvement Act, 15 U.S.C. § 2301 et seq. Some States do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

13.3. Incidental and consequential damages. Section 12 excludes certain damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so that exclusion or limitation may not apply to you.

13.4. Other rights. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

13.5. Dispute settlement. The Company does not maintain an informal dispute settlement mechanism under Part 703 of Title 16 of the Code of Federal Regulations. The Company encourages customers to contact support@tedee.com so that issues can be resolved amicably.

14 Final provisions

14.1. Governing law. This Warranty is governed by Polish law. For a Consumer, this does not deprive them of the protection afforded by the mandatory provisions of the law of the country in which they have their habitual residence.

14.2. Language. This is the English version of the Warranty Card. For Products placed on the market in the Republic of Poland, the Polish version applies and prevails in the event of a discrepancy.

14.3. Durable medium. On request, the Company provides this Warranty Card on paper or on another durable medium.

14.4. Amendments. The Company may amend the terms of this Warranty at any time. The terms in force at the time the Product was purchased continue to apply to that Product.

14.5. Out-of-court dispute resolution. A Consumer may refer a dispute with the Company to an entity authorised to conduct out-of-court consumer dispute resolution proceedings - in Poland, in particular a Provincial Inspectorate of Trade Inspection or a municipal or district consumer ombudsman. Participation in such proceedings is voluntary for both sides.

14.6. Entry into force. This version of the Warranty Card applies from **7 October 2026**. The versions previously in force are listed in Section 15.

15 Version history

Version	In force from
This Warranty Card	7 October 2026
Previous version	1 November 2023
Version before that	20 May 2020

Earlier versions are available on request from support@tedee.com.