



CATHODIC PROTECTION

PA-EL d.o.o. for cathodic protection  
and electrical installations  
**Headquarters:** Dubrovčan 33B, 49214  
Veliko Trgovišće, CROATIA  
**Warehouse:** Ulica Ksavera Šandora  
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Commercial Court in Zagreb, Registration N°080146747  
VAT N°: HR56740849320, OIB:56740849320  
Founding Capital: 65.800,00 HRK paid in full  
Board Members: Neda Jambrek, Goran Pavliša

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## AFTER SALES POLICY

Dear customers, PA-EL d.o.o. after-sales service is here to provide you support regarding warranty service, repair and replacement of our products, but also for training of your staff and upgrades for your cathodic protection systems.

The objective of after-sales service is to build a relationship of mutual trust and knowledge with you in order to ensure your continued satisfaction with our products. By moving from a reactive strategy to a proactive strategy, we improve your experience with our product or service.

### General Terms

The warranty period for a product that you have purchased is stated on your warrantee certificate. For more detail you may check in the "Warranty conditions".

In warrantee period you can always reach [customer.service@pa-el.hr](mailto:customer.service@pa-el.hr) for any questions or support.

During the warrantee period if our product does not function as described, please contact our customer service via e-mail [customer.service@pa-el.hr](mailto:customer.service@pa-el.hr) for help. PA-EL d.o.o. will also offer you after sales service after warranty period by malfunction report you have declared (please see Expired warrantee period conditions).

Malfunction report for [customer.service@pa-el.hr](mailto:customer.service@pa-el.hr) has to contain at least information mentioned below for after sales service to provide you with solution:

1. Your company data (Name, address, Vat No/Tax ID)
2. Product name and serial No. of product/s
3. Location of installed device
4. Description of malfunction
5. Attachments: Warranty certificate scan\*, pictures or data proving malfunction, official commissioning documents

\*In case you have lost your warrantee certificate please scan invoice of purchased product instead



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If the failure is determined and you have the expertise to replace the disputed part yourself, PA-EL d.o.o. will arrange the delivery of that part and provide all the necessary technical support, without claiming any costs. In such a case, PA-EL d.o.o. reserves the right to request the return of the defective part - in the event that the defective parts are not returned in accordance with the request, PA-EL d.o.o. has the right to charge for the delivered replacement parts.

In case the product requires service within the warranty period, PA-EL d.o.o. will solve the problem by coming to the location or will ask you to deliver the product to PA-EL d.o.o. for further testing. The initial cost of sending the product to PA-EL's warehouse for service/repair will be borne by the client, after diagnosis and report by PA-EL d.o.o., if the product is under warranty and meets the conditions specified in the warranty, PA-EL d.o.o. will reimburse the customer.

You can check more details in "Warranty conditions"

## Warranty conditions

Please keep the warranty certificate; the guarantee is valid only with the guarantee certificate or the original proof of purchase of the product, invoice.

During the warranty period, PA-EL d.o.o. will cover, without any charge, all defects in materials and parts within the delivered product.

In case that product meets the requirements above but cannot be repaired customer will receive new product in replacement with new warrantee certificate.

The decision on how the product will be repaired is made exclusively by PA-EL d.o.o..

Warranty does not cover a product on which serial number is damaged, changed or removed.

The warranty does not cover, in any form, damage and malfunctions caused by the following:

- a) Natural disasters (lightning, floods, fires, earthquakes, etc.), wars and similar accidents and other unpredictable factors, negative effects of other electrical systems, inadequate use (application) of the product, irregular and inadequate maintenance of the product, unauthorized repair of the product, non-observance of instructions delivered with the product (improper handling)
- b) Repair or attempted of repair by anyone not officially authorized by PA-EL.
- c) Any form of damage caused during transport (or if the product is lost or stolen during transport). Such form of damage is claimed by the buyer from the party responsible for transporting the product.



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- d) Defect or damage caused during periodic maintenance, checking or testing of the product.

If the reported defect is not covered by the warranty conditions due to one of the previously mentioned reasons or due to the expiration of the warranty period, PA-EL d.o.o. reserves the right to claim all repair costs including necessary parts, labor and transport.

The warranty does not cover any cost of uninstallation, installation, work and other costs that may arise due to product failure.

## Expired warrantee period conditions

If your warranty period has expired, you can send a defect report to [customer.service@pa-el.hr](mailto:customer.service@pa-el.hr), which must contain the following information:

1. Information about your company (name, address, VAT No/Tax ID)
2. Product name and serial number of product/s
3. Information on when the warranty period expired and how long the product was in use
4. Description of the failure
5. Attachments: pictures or data showing the failure, official commissioning document

PA-EL d.o.o. will try to diagnose and solve your problem by phone, e-mail or online chat with two hours of free support. If the problem requires further assistance, it will be charged 35,00 EUR/h. In case the problem cannot be solved by assistance alone, PA-EL will send you an official repair offer.

Delivery of spare parts and corresponding technical support for electronic devices is valid for 5 years after the end of production, i.e., product obsolescence.

## Training and upgrade policy

As our customer regardless of whether warrantee period has expired or not, you can always reach our [customer.service@pa-el.hr](mailto:customer.service@pa-el.hr) with inquiry for training on installation of our products, or upgrade of your cathodic protection system.



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Flowchart

