

## EXTENDED PANASONIC GUARANTEE TERMS AND CONDITIONS

These guarantee terms and conditions apply after the Panasonic standard guarantee period only if the device is covered by the Extended Panasonic Guarantee, offered for a fee under the terms of the Extended Panasonic Guarantee Terms and Conditions.

Panasonic's extended guarantee was granted in the form of a special Extended Guarantee Certificate containing a unique verification code to verify the guarantee rights.

It is essential to keep the proof of purchase and the Extended Panasonic Guarantee Certificate.

**Panasonic Marketing Europe GmbH**, with its registered seat at Hagenauer Str. 43, 65203 Wiesbaden, the Federal Republic of Germany, Registration number: HRB 13178, acting through **Panasonic Marketing Europe GmbH, organizační složka Česká republika**, a branch with its registered seat in Prague 8, Krizikova 148/34, Postal Code 186 00, ID No.: 246 55 121, registered in the Commercial Register maintained by the Municipal Court in Prague, Section A, Insert 71469 (hereinafter "Panasonic"), after the standard Panasonic guarantee period, provides additional guarantee protection ("Guarantee") for the device indicated in the Extended Panasonic Guarantee Certificate, pursuant to the following terms and conditions:

1. The guarantee is valid in the European Union, the European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, the former Yugoslav Republic of Macedonia, Montenegro, Serbia, Switzerland, Monaco and San Marino (the "Territory") for device purchased in one of the Territory countries, originally placed on the market in one of the Territory countries by Panasonic group companies and covered by the extended Panasonic guarantee against payment.
2. The guarantee is granted to the owner of the device, who is the end user (the "Authorized User").
3. The guarantee covers defects and faults of the device caused by defective parts or manufacturing defects. This does not mean that there are no defects or faults in the device. Efficient operation of the device means operation in accordance with the technical and operational conditions described in the device's user manual.
4. The guarantee is granted for the device used in accordance with its intended use and the

## UVJETI PRODUŽENOG PANASONIC JAMSTVA

Produženo jamstvo primjenjuju se nakon standardnog jamstvenog razdoblja Panasonic, samo ako je uređaj pokriven produženim jamstvom tvrtke Panasonic, a nude se uz naknadu pod uvjetima i odredbama za produžena Panasonic jamstava.

Panasonic produženo jamstvo dano je u obliku posebne potvrde produženog jamstva koja sadrži jedinstveni kontrolni kod za provjeru prava na jamstvo

Nužno je zadržati dokaz o kupnji i o produženom Panasonic jamstvu.

**Panasonic Marketing Europe GmbH** sa sjedištem u Hagenauer Str. 43, 65203 Wiesbaden, Savezna Republika Njemačka, matični broj: HRB 13178, djelujući preko **Panasonic Marketing Europe GmbH, Podružnica Republika Češka**, sa sjedištem u Pragu 8, ul. Krizikova 148/34, poštanski broj 186 00, ID broj: 246 55 121, upisana u trgovački registar koji vodi Općinski sud u Pragu, Odjel A, Uložak 71469 (u nastavku "Panasonic"),

nakon standardnog Panasonicovog jamstvenog roka pruža dodatnu jamstvenu zaštitu ("jamstvo") za uređaj naveden u produženom Panasonicovom jamstvenom certifikatu, u skladu sa sljedećim uvjetima i odredbama:

1. Vrijedi u Europskoj uniji, Europskom gospodarskom prostoru, Albaniji, Andori, Bosni i Hercegovini, Kosovu, Sjevernoj Makedoniji, Crnoj Gori, Srbiji, Švicarskoj, Monaku i San Marinu ("Teritorij") za kupljeni uređaj u jednoj od teritorijalnih zemalja, koju su tvrtke Panasonic grupe prvotno plasirale na tržište u nekoj od teritorijalnih zemalja i pokrivene produženim Panasonic jamstvom uz plaćanje.
2. Jamstvo se daje vlasniku uređaja, koji je krajnji korisnik ("Ovlašteni korisnik").
3. Jamstvo pokriva kvarove i greške uređaja koje uzrokuju neispravni dijelovi ili proizvodni nedostaci. To ne znači da u uređaju nema oštećenja i grešaka. Učinkovit rad uređaja znači rad u skladu s tehničkim i radnim uvjetima opisanim u korisničkom priručniku uređaja
4. Jamstvo se daje za uređaj koji se koristi u skladu s njegovom namjenom i pravilima

<p>rules of use specified in the user manual.</p> <p>5. Panasonic undertakes, in accordance with the conditions specified in this Guarantee, to repair the device in the event of defects or faults caused by defective parts or manufacturing defects within the Guarantee period. Replacement parts and labour are provided within the scope of the guarantee repair, in accordance with the conditions specified in this Guarantee.</p> <p>6. Guarantee repairs do not include periodic maintenance and servicing of the device, in particular cleaning, adjustment, operational test, correction of operating errors or programming of user settings and other actions that the user is called upon to perform as described in the user manual. The guarantee does not cover the natural wear and tear of components such as consumables and other parts mentioned in the user's manual or technical documentation, which have a specified service life, unless otherwise stated in this guarantee.</p> <p>7. The condition for the Authorized User to use the rights resulting from this Guarantee is the presentation, at the moment of applying for the Guarantee service, all of the following:</p> <ol style="list-style-type: none"> <li>the Extended Panasonic Guarantee Certificate for the device with a valid unique verification code,</li> <li>valid proof of purchase of the device,</li> <li>the defective device.</li> </ol> <p>The data in the proof of purchase of the device must correspond to the data in the certificate. Inconsistency of data may be the basis for the refusal to recognise the guarantee claim.</p> <p>8. The guarantee period for the device is specified in the Extended Panasonic Guarantee Certificate. The Extended Panasonic Guarantee period is calculated from the end of the Panasonic standard guarantee period.</p> <p>9. In order to take advantage of the Guarantee, the Authorised User is requested to deliver the defective device with the Certificate and proof of purchase to the Authorised Service Centre or to contact Panasonic - via the online form available at <a href="http://www.panasonic.com/hr">www.panasonic.com/hr</a> or by telephone at +385800777986 in order to obtain information about the service or order a <i>door to door</i> guarantee repair.</p> <p>10. When delivering the device to the Authorized Service Centre, and in particular when sending it by third parties, the Authorized User is obliged to prepare the shipment of the device in a manner enabling its collection and safe transport. Any damage or destruction of the device resulting from its improper packaging shall be the sole</p>	<p>uporabe navedenim u korisničkom priručniku.</p> <p>5. Panasonic se obvezuje, u skladu s uvjetima navedenim u ovom jamstvu, popraviti uređaj u slučaju oštećenja ili kvarova uzrokovanih neispravnim dijelovima ili proizvodnim oštećenjima u kamstvenom roku. Zamjenski dijelovi i rad osigurani su unutar jamstvenog popravka, u skladu s uvjetima navedenim u ovom jamstvu.</p> <p>6. Jamstveni popravci ne uključuju periodično održavanje i servis uređaja, posebno čišćenje, podešavanje, operativni test, ispravljanje radnih pogrešaka ili programiranje korisničkih postavki i druge radnje na koje se korisnik poziva da izvrše kako je opisano u korisničkom priručniku. Jamstvo ne pokriva prirodno trošenje komponenti poput potrošnog materijala i ostalih dijelova navedenih u korisničkom priručniku ili tehničkoj dokumentaciji koji imaju određeni radni vijek, osim ako ovim jamstvom nije drugačije navedeno.</p> <p>7. Uvjet da ovlašteni korisnik može koristiti prava koja proizlaze iz ovog jamstva predstavljanje, u trenutku prijave za jamstvenu uslugu, su sljedeći:</p> <ol style="list-style-type: none"> <li>Produženo Panasonic jamstvo za uređaj s valjanim jedinstvenim kontrolnim kodom,</li> <li>valjani dokaz o kupnji uređaja,</li> <li>neispravni uređaj.</li> </ol> <p>Podaci u dokazu o kupnji uređaja moraju odgovarati podacima iz potvrde. Nedosljednost podataka može biti osnova za odbijanje priznavanja zahtjeva za jamstvo.</p> <p>8. Jamstveni rok za uređaj naveden je u Produženom Panasonic jamstvu. Produljeno razdoblje jamstva Panasonica izračunava se od kraja razdoblja normalnog Panasonic jamstva.</p> <p>9. Kako bi se iskoristilo jamstvo od Ovlaštenog korisnika se traži da isporuči neispravni uređaj s potvrdom i dokazom o kupnji u Ovlašteni servisni centar ili da kontaktira Panasonic - putem internetskog obrasca dostupnog na <a href="http://www.panasonic.com/hr">www.panasonic.com/hr</a> ili telefonom na: +385 800 777 986- u svrhu dobivanja podataka o usluzi ili naručite jamstvo za popravak od vrata do vrata.</p> <p>10. Prilikom isporuke uređaja ovlaštenom servisnom centru, a posebice kod slanja preko trećih strana, ovlašteni korisnik obavezan je pripremiti pošiljku uređaja na način koji omogućuje njegovo prikupljanje i siguran transport. Oštećenje ili uništenje uređaja uslijed nepravilnog pakiranja isključiva je odgovornost Ovlaštenog</p>
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<p>responsibility of the Authorized User.</p> <p>11. The device delivered to the Authorized Service Centre must comply with the basic hygiene conditions. Otherwise, the actions taken by the Authorized Service Centre to remedy this state are not included in the scope of the guarantee repair and, as such, are payable according to the price list. The Authorized Service Centre may make the fulfilment of the obligations arising out of the Guarantee dependent on taking the above steps.</p> <p>12. The defect reported within the Guarantee period referred to in point 8, shall be remedied by the Authorized Service Centre within a reasonable period of time, not exceeding 30 days from the date of delivery of the device to the Authorized Service Centre.</p> <p>13. If only a part of the device is defective and can be disconnected from the part of the device operating in accordance with the technical and operating conditions described in the user's manual, the rights under this Guarantee are limited to the defective part of the device only.</p> <p>14. The Authorized User has the right to receive a new replacement device from the Authorized Service Centre only if:</p> <ol style="list-style-type: none"> <li>The Authorized Service Provider states in writing that the defect cannot be rectified.</li> <li>If in special situations (e.g. when the product is not available) it is not possible to exchange the device for the same type, Panasonic will exchange the device for another type with the most similar technical parameters from the current range of products.</li> </ol> <p>15. Panasonic will replace the device with new ones as soon as possible after the prerequisite referred to point 14 ) above has been satisfied. However, Panasonic may make replacement subject to the return by the Authorized User of the defective device in its entirety (including accessories). When replacing the device with a new one, the equivalent of missing or damaged elements is deducted.</p> <p>16. The guarantee does not cover a device which suffered mechanical or electrical damage not caused by reasons attributable to the manufacturer, as referred to in point 3 above, and in particular:</p> <ol style="list-style-type: none"> <li>device with damage caused during transport and handling, carried out at the request of the Authorized User,</li> <li>device with damage caused by use of the device not in accordance with the safety regulations or the user/instruction manual,</li> <li>damage caused by the lack of proper</li> </ol>	<p>korisnika.</p> <p>11. Uređaj dostavljen ovlaštenom servisnom centru mora ispunjavati osnovne higijenske uvjete. Inače, aktivnosti koje ovlašteni servisni centar poduzima kako bi popravio ovakvo stanje nisu uključene u opseg jamstva, kao takve, plaćaju se prema cjeniku. Ovlašteni servisni centar može izvršiti obveze koje proizlaze iz jamstva ovisno o poduzimanju gore navedenih koraka.</p> <p>12. Kvar prijavljen u jamstvenom rokuu skladu s točkom 8., ovlašteni servisni centar otklonit će u razumnom roku, ne duže od 30 dana od datuma isporuke uređaja ovlaštenom servisnom centru.</p> <p>13. Ako je samo dio uređaja neispravan i može se odvojiti od ostalog dijela uređaja koji radi u skladu s tehničkim i radnim uvjetima opisanim u korisničkom priručniku, prava iz ovog jamstva ograničena su samo na neispravni dio uređaja</p> <p>14. Ovlašteni korisnik ima pravo primiti novi zamjenski uređaj od Ovlaštenog servisnog centra samo ako:</p> <ol style="list-style-type: none"> <li>Ovlašteni davatelj usluga pismeno izjavljuje da se kvar ne može otkloniti.</li> <li>Ako u posebnim situacijama (npr. kada proizvod nije dostupan) nije moguće zamijeniti uređaj iste vrste, Panasonic će uređaj zamijeniti za drugi tip s najslićnijim tehničkim parametrima iz trenutnog asortimana proizvoda.</li> </ol> <p>15. Panasonic će uređaj zamijeniti novim što je prije moguće nakon što je ispunjen preduvjet iz točke 14). Panasonic može, međutim, izvršiti zamjenu pod uvjetom da je neispravni uređaj vraćen u cijelosti (uključujući dodatnu opremu). Pri zamjeni uređaja novim, oduzima se ekvivalent nedostajućih ili oštećenih elemenata.</p> <p>16. Jamstvo ne obuhvaća uređaj koji je pretrpio mehanička ili električna oštećenja koja nisu uzrokovana od strane proizvođača, kako je spomenuto u točki 3., a posebno:</p> <ol style="list-style-type: none"> <li>uređaj s oštećenjem uzrokovanim tijekom transporta i rukovanja, na zahtjev ovlaštenog korisnika,</li> <li>uređaj s oštećenjem uzrokovanim uporabom uređaja koji nije u skladu s sigurnosnim propisima ili korisničkim uputama,</li> <li>oštećenja uzrokovana zbog pogrešne instalacije uređaja;</li> </ol>
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<p>installation of the device;</p> <p>d) device damaged by fire, flood, lightning or other natural disasters, war or civil disturbance, unforeseen accidents, liquid inundation, spikes in the power grid, telecommunications, ITC and television networks,</p> <p>e) devices in which persons other than the Authorised Service Centre made alterations, changes, tunings, service activities or repairs violating the guarantee seal or if it has been tampered with in any other way,</p> <p>f) devices with aesthetic defects which do not adversely affect the normal functioning of the device, such as scratches, scrapes, paint damage, etc;</p> <p>g) device with damage caused by infection of the device with a computer virus or by the use of software other than that supplied with the device or incorrectly installed software</p> <p>h) device in which serial numbers have been altered, blurred or erased in any way.</p> <p>17. Any defective devices or parts replaced under the Guarantee shall become the property of the appropriate Authorized Service Centre.</p> <p>18. All rights of the Authorised User are set out in these Terms and Conditions.</p> <p>The guarantee does not exclude, limit or suspend the rights of the purchaser resulting from the statutory guarantee provisions for defects of a sold item.</p> <p>The legal relations resulting from this Guarantee shall be governed by the provisions of the Croatian law.</p> <p>A list of Authorised Service Centres is available at the Guarantor's registered office, at <a href="http://www.panasonic.com/hr">www.panasonic.com/hr</a> or by telephone at +385800777986 (for calls from mobiles or landlines).</p> <p>The cost of a call to the above mentioned telephone numbers does not exceed the cost of a regular telephone call, according to the operator's tariff.</p> <p>Panasonic Marketing Europe GmbH, organizačni složka Česká republika,</p> <p>Effective from: 01.07.2020</p>	<p>d) uređaj oštećen vatrom, poplavom, grmljavinom ili drugim prirodnim katastrofama, ratom ili građanskim nemirima, nepredviđenim nesrećama, ulijevanjem tekućine, prenaponima u elektroenergetskoj mreži, telekomunikacijam, ITC i televizijskim mrežama,</p> <p>e) uređaje na kojima neovlaštene osobe vršile preinake, promjene, podešavanja, uslužne djelatnosti ili popravke, kršeći gjamstveni pečat ili su na bilo koji drugi način narušavale uređaj,</p> <p>f) uređaji s estetskim oštećenjima koji ne utječu negativno na normalno funkcioniranje uređaja, poput ogrebotina, i manjih oštećenja boje itd.;</p> <p>g) uređaj s oštećenjem uzrokovanim infekcijom uređaja računalnim virusom ili upotrebom softvera koji nije isporučen uz uređaj ili nepravilno instaliranog softvera;</p> <p>h) uređaj u kojem su serijski brojevi na bilo koji način izmijenjeni, načitljivi ili izbrisani.</p> <p>17. Svi neispravni uređaji ili dijelovi zamijenjeni u okviru jamstva postaju vlasništvo odgovarajućeg ovlaštenog servisnog centra.</p> <p>18. Sva prava Ovlaštenog korisnika navedena su u ovim Uvjetima i odredbama.</p> <p>Jamstvo ne isključuje, ne ograničava i ne obustavlja prava kupca koja proizlaze iz zakonskih odredbi o jamstvu za mane prodanih predmeta.</p> <p>Pravni odnosi koji proizlaze iz ovog jamstva regulirat će se odredbama hrvatskog zakona.</p> <p>Popis ovlaštenih servisnih centara dostupan je u sjedištu Jamca, na: <a href="http://www.panasonic.com/hr">www.panasonic.com/hr</a> ili na telefon: +385800777986 (za pozive s mobitela ili fiksne mreže).</p> <p>Cijena poziva na gore spomenute telefonske brojeve ne premašuje cijenu redovnog telefonskog poziva, prema tarifi operatora.</p> <p>Panasonic Marketing Europe GmbH, podružnice Republika Čaška</p> <p>Na snazi od: 01.07.2020</p>
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