# Commercial Warranty Certificate - SparkVision Glasses 2 Ultra

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General warranty conditions for SparkVision Glasses 2 Ultra

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| **Certificate no.** | | **Issue date** | |
| **Guarantor / supplier** | SPARK VISION IS Ltd., Krum Popov 1, 1164 Sofia, Bulgaria | | |
| **Service contact** | customer.support@sparkvision.tech \| +359 878 63 06 76 | | |
| **Beneficiary / purchaser** | | | |
| **Sales document** | | **Delivery / hand-over date** | |

| Product | Model / code | Serial / lot | Warranty period |
|---|---|---|---|
| **SparkVision Glasses 2 Ultra** | **SparkVision Glasses 2 Ultra** | | **24 months** |

## 1. Warranty Activation and Documents

The commercial warranty starts on the product delivery or hand-over date, based on the sales document and this certificate.

At hand-over, the beneficiary confirms receipt of the product, user documentation and, where applicable, initial user training.

This certificate should be kept together with the sales document, hand-over record or any other document identifying the product and hand-over date.

## 2. Warranty Statement and Scope

The guarantor warrants that the product will conform to the contract, declared technical specifications, user documentation and normal product functions for 24 months from the delivery or hand-over date.

The warranty covers lack of conformity, manufacturing defects, material defects and failures arising under normal use according to the user manual.

For covered defects, remedy is provided free of charge to the beneficiary, including parts, labour and the necessary postage or transport costs required to bring the product into conformity where required by law.

The primary remedies are repair or replacement. Repairs or replacements during the warranty period are completed within a reasonable period, not exceeding 15 calendar days from notice to the guarantor, unless another lawful written agreement is made.

## 3. Warranty Claim Procedure

The beneficiary notifies the guarantor by email, telephone or another reasonable written means, identifying the product, model, serial or lot, hand-over date and defect description.

If requested, the beneficiary provides photos, screenshots, error messages, available technical logs or other information reasonably required for diagnosis.

If continued use may worsen the defect or create risk, the beneficiary stops using the product until service instructions are received.

The beneficiary makes the product available to the guarantor or indicated service point and, before hand-over, backs up or deletes personal data where the product allows this.

## 4. Beneficiary Obligations

The beneficiary uses, stores, cleans and charges the product according to the user manual and service instructions communicated by the guarantor.

The beneficiary uses chargers, cables, components and updates recommended or approved for the product and does not allow unauthorised intervention.

The beneficiary installs updates necessary to maintain conformity when informed about their availability and provided with adequate installation instructions.

The beneficiary promptly reports abnormal operation and cooperates reasonably with diagnosis, including by providing access to the product and necessary technical information.

## 5. Situations Not Covered by Warranty

The warranty does not cover defects or damage caused exclusively by misuse, negligence, accidents, mechanical impact, liquids, extreme temperatures, improper storage, external events or force majeure.

The warranty does not cover interventions, repairs, modifications, unlocking, installation or disassembly performed by unauthorised persons, use of non-original components, or removal or damage of product identification elements.

Normal wear, consumables, cosmetic degradation that does not affect operation, normal battery capacity reduction through use, loss or theft of the product are not covered unless caused by a lack of conformity.

Network availability, third-party services, accounts, operating systems, compatible devices or external equipment are not covered unless the cause is a covered product defect.

## 6. Diagnosis and Non-Covered Service

If diagnosis shows that the defect is not covered by warranty or that no defect exists, the guarantor may inform the beneficiary of diagnosis, transport, return or out-of-warranty repair costs.

Any paid repair is performed only after the beneficiary has accepted the quotation in advance, except for minimal operations necessary for diagnosis.

Replacement parts or products may be new, refurbished or functionally equivalent, subject to legal requirements and without reducing the beneficiary's rights.

## 7. Liability Limits and Statutory Rights

To the extent permitted by law, the guarantor's liability under this warranty is limited to repair, replacement or other mandatory remedies for the covered product.

The guarantor is not liable for indirect losses, lost profits, data loss, business interruption, third-party claims or damage caused by using the product contrary to the manual, except where such limitation is not permitted by law.

This commercial warranty does not exclude, restrict or replace the beneficiary's statutory rights under the legal guarantee of conformity. In case of lack of conformity, free statutory remedies remain unaffected by this certificate.

Guarantor representative name, position, signature and stamp

Beneficiary acknowledgement of receipt of product, user documentation and this certificate