

# Complaints Procedure and Warranty Conditions

## 1. General Information

This Complaints Procedure regulates the rights and obligations of MOI PRODUCT UK LIMITED (hereinafter referred to as the "Seller") and the Buyer (consumer) regarding the warranty and complaints procedures under UK law. It includes the scope, conditions, and method of exercising rights related to defective goods and warranty claims under the Consumer Rights Act 2015.

The Seller is responsible for defects in goods that occur upon delivery to the Buyer. For goods purchased at a lower price, the Seller is not liable for defects for which the reduced price was agreed. The Seller also provides a warranty for defects that appear after the goods have been delivered, during the warranty period.

## 2. Warranty Period

The warranty period is 24 months from the date of delivery, unless a different warranty period is specified. In the case of replacement goods, the warranty period will restart from the date the Buyer receives the replacement goods.

## 3. Complaint Handling and Warranty Claims

- **Right to make a complaint:** The Buyer has the right to make a complaint for defective goods, including products purchased through the Seller's website. Complaints can be made in accordance with the terms and conditions and must be submitted within a reasonable period after noticing the defect.
- **How to make a complaint:** To make a complaint, the Buyer must:
  - Provide proof of purchase (e.g., receipt or invoice).
  - Present the defective goods along with any accessories and original packaging if possible.
  - Fill out a complaint form (available on the Seller's website or from customer service) or send a letter detailing the defect.
- **Resolution of complaints:** If a product is defective, the Buyer has the right to request a:
  - Repair of the defective item,
  - Replacement of the item, or
  - Refund of the purchase price.

In case of an irremediable defect or repeated defects, the Buyer may have the right to replace the goods or withdraw from the purchase contract.

## 4. Timeframe for complaints and claims

- The Seller will acknowledge receipt of a complaint within 5 working days.

- The Seller will resolve the complaint within 30 days from the date of the complaint. If the complaint is not resolved within this period, the Buyer has the right to a refund or replacement.

## **5. Alternative Dispute Resolution (ADR)**

If you are not satisfied with how your complaint has been handled or if it remains unresolved after 30 days, you have the right to request alternative dispute resolution (ADR).

The UK provides an Online Dispute Resolution (ODR) platform for consumer complaints: [Online Dispute Resolution Platform](#)

Alternatively, you may contact the Ombudsman or other ADR entities for assistance.

## **6. Exclusions from Warranty**

The warranty does not apply to defects resulting from:

- Improper use or handling of the goods,
- Damage caused by the Buyer,
- Damage due to normal wear and tear,
- Failure to use the product in accordance with the Seller's instructions.

## **7. Contact information for complaints**

For complaints, warranty claims, or further assistance, you can contact us at:

MOI PRODUCT UK LIMITED

Email: [info@moiproduct.co.uk](mailto:info@moiproduct.co.uk)

## **8. Final Terms**

- The terms and conditions set forth here comply with UK consumer protection laws, including the Consumer Rights Act 2015 and the Alternative Dispute Resolution (ADR) requirements.
- The Buyer will be informed of the complaint's outcome by email or phone as appropriate.

**Effective Date: 01 June 2024**