

AYALA S.A. COMPLAINT POLICY

§1 General provisions

1. This Complaint Policy sets forth the rules for filing and resolving complaints regarding products offered by AYALA S.A., with its' registered office in Piaseczno (05-500), at 59a Julianowska Street, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw, 14th Commercial Division of the National Court Register, under KRS number 0000681291, Tax ID (NIP): 1231040394, National Business Registry Number (REGON): 015889312, share capital (fully paid up): PLN 1,955,000.00 (hereinafter: "AYALA").
2. The complaint procedure applies to complaints submitted by:
 - o consumers within the meaning of Article 22¹ of the Civil Code,
 - o people concluding a contract directly related to their business activity, where the content of such contract indicates that it is not of a professional nature for them (so-called entrepreneurs with consumer rights).
3. Complaints may relate, in particular, to the product's non-compliance with the contract, physical defects, or other issues concerning the product.
4. The rights arising from this procedure are independent to the rights of the buyer under the manufacturer's warranty, if such a warranty has been provided.

§2 Submitting a Complaint

1. A complaint may be submitted, in particular:
 - o in a written form,
 - o via electronic means,
 - o in any other form that allows the complaint to be submitted to AYALA.
2. To improve the complaint process, it is recommended that the complaint include:
 - o the complainant's personal information,
 - o contact information,
 - o a description of the identified non-conformity or defect of the product,
 - o the date of purchase of the product, proof of purchase from the Seller, i.e., if possible, a document confirming the purchase of the product (e.g., receipt, invoice, credit card statement). The Seller informs that a receipt or VAT invoice are documents that will significantly improve the entire complaint process.
3. The absence of a purchase receipt does not deprive the buyer of the right to file a complaint if the purchase of the product can be verified by other means.

§3 Delivery of the Product for Complaint Review

1. If an evaluation of the product is necessary to process the complaint, the buyer may be asked to deliver the product to a service center designated by AYALA.
2. The method of delivering the product to the service center is determined individually with the buyer, taking into account the type of product, its dimensions, and the nature of the reported defect.
3. If the complaint is deemed valid, AYALA shall cover the costs associated with remedying the product's non-conformity with the contract, including, in particular, the costs of repair, replacement, transportation, or re-delivery of the product.
4. If the evaluation of the complaint does not require the physical delivery of the product, AYALA may ask the buyer to provide documentation enabling preliminary verification of the claim, in particular photographs or a description of the defect.
5. Complaints regarding deliveries should be made directly to the Transport Company immediately, if possible at the time of receipt of the goods.

§4 Handling of Complaints

1. Complaints are handled without undue delay, but no later than **14 days from the date of receiving the complaint**.
2. If AYALA does not respond to a complaint filed by a consumer within the above-mentioned period, the complaint shall be deemed to have been resolved in accordance with the buyer's request.
3. The buyer will be informed of the outcome of the complaint in a form corresponding to the form of the complaint submission or in another agreed manner.
4. In the case of claims based on the warranty rather than the provisions regarding the warranty provisions, detailed information regarding quality complaints is contained in the Warranty Terms and Conditions – Annex No. 2 to the General Terms and Conditions of Sale (available at: www.ayala.com.pl). If the buyer wishes to make use of the warranty, they are required to retain the packaging for the duration of the warranty period.
5. AYALA S.A. shall not be liable for defects or costs arising from the use of the product in a manner inconsistent with its terms of use.

§5 Buyer's Rights

1. If the product is found to be non-conforming to the contract, the buyer may request:
 - a repair of the product, or
 - a replacement of the product with a new one.
2. If bringing the product into conformity with the contract in the manner chosen by the buyer is impossible or would entail excessive costs, AYALA may propose an alternative method of bringing the product into conformity with the contract.
3. If a repair or a replacement of the product is not possible or would not remedy the product's non-conformity with the contract, the buyer may submit a statement regarding:
 - a price reduction or
 - a withdrawal from the contract, if the product's non-conformity with the contract is signifi-



SPÓŁKA AKCYJNA

cant.

WYPOSAŻENIE SALONÓW FRYZJERSKICH

tel. +48 694 233 000

ul. Julianowska 59a, 05-500 Piaseczno

§6 Final provisions

1. This Complaint Policy does not limit or exclude the rights of buyers arising from mandatory provisions of law.
2. The buyer who is a consumer may use out-of-court dispute resolution and claim enforcement methods, in particular through:
 - a mediation conducted by the Trade Inspection Authority,
 - permanent consumer arbitration courts,
 - a assistance from the district or municipal consumer ombudsman.
3. Detailed information regarding the possibility of using out-of-court dispute resolution methods is available, among other places, on the website of the Office of Competition and Consumer Protection.

This Complaint Policy is effective as of March 1, 2026.