

COMPLAINT PROCEDURE

If a product does not work correctly or a defect occurs, we recommend proceeding as follows.

1. Contact Us First

Before sending the product, we recommend contacting us by e-mail at ignitech@ignitech.cz.

Due to the technical nature of our products, some issues can be resolved remotely without the need to send the product to our service department.

If possible, please include the following in your e-mail:

- your name and contact details,
- the invoice number or other information allowing us to locate the order,
- the exact product designation,
- the motorcycle model and year of manufacture,
- as precise a description as possible of the defect and the circumstances in which it occurs,
- where appropriate, photographs of the wiring, connectors or other information that may assist with diagnosis.

Depending on the nature of the defect, we may also ask you for further information about the electrical wiring, motorcycle configuration or the way the product is used.

2. If the Product Needs to Be Sent to Us

Please send the product concerned to:

IGNITECH s.r.o.
Chrudimská 1739
535 01 Přelouč
Czech Republic

We recommend enclosing a brief description of the defect and information allowing us to locate the order. If accessories supplied with the product are required to assess the defect, please send those accessories as well.

Pack the product properly to prevent mechanical damage during transport.

Before sending the product, clean it appropriately, in particular removing oil, fuel and other operational contaminants.

For hygiene and safety reasons, we do not accept products for complaint assessment if they are excessively contaminated with oil, fuel or other operational contaminants. In such a case, we will ask you to clean the product and send it again.

Do not send the shipment cash on delivery.

3. Shipments from Countries Outside the European Union

When sending a product from a country outside the European Union, appropriate customs documentation may be required for the shipment to enter the EU.

We therefore recommend contacting us before dispatch. We will provide you with current instructions and, where necessary, the information or documents required for customs clearance.

Incorrect or incomplete customs information may cause delays in customs clearance.

4. Assessment of the Complaint

After receiving the product, we will assess the defect. If necessary, we may contact you and request additional information required to diagnose the defect.

A Consumer's complaint will be handled without undue delay and no later than within the statutory time limit, unless we agree a longer period with the Consumer.

We will inform you of the outcome of the complaint.

5. Important Notice

When installing and using the products, the product instructions, IGNITECH technical instructions and the principles of professional installation must be followed.

Damage caused in particular by incorrect installation, incorrect electrical wiring, use of the product contrary to its intended purpose, unauthorised modifications or other improper handling is not a product defect for which the Seller is liable.

This is without prejudice to the Consumer's statutory rights in respect of defective goods.

Details of rights in respect of defective goods and the handling of complaints are set out in the Terms and Conditions of IGNITECH s.r.o.