Complaints procedure

Effective from 17 November 2026

This complaints procedure sets out how to exercise rights arising from liability for defects and from the quality guarantee for goods sold by Zybra s. r. o. (the PrimaFLOW Model M machine, accessories and spare parts). It forms part of our terms and conditions.

1. Warranty period

- **Business buyer:** quality guarantee of **12 months** from takeover of the goods.
- **Consumer:** liability for defects of **24 months** from takeover of the goods under the Slovak Civil Code. If the goods are replaced, a new warranty period starts for the consumer from takeover of the new goods.
- The warranty period is extended by the time the goods spent in repair.

2. How to make a complaint

Make your complaint without undue delay after discovering the defect:

- by e-mail to info@primaflow.sk,
- by phone at +421 905 512 515 (Mon – Fri 8:00 – 17:00),
- in person or by post at Zybra s. r. o., Ulica Mikovíniho 217/4, 917 01 Trnava – please arrange personal handover by phone in advance.

Please state:

- your name, company and contact details (phone, e-mail),
- the number of the invoice or other proof of purchase,
- the serial number of the machine, if any,
- a description of the defect – when and during which activity it appeared, what the display shows,
- photos or a short video, if possible.

Many problems can be solved by phone or by replacing a consumable part, so please contact us before sending the machine.

3. Handover and shipping of the machine

- Hand the machine over in person in Trnava by arrangement or send it by courier.
- Pack it securely, ideally in the original transport case, with no compressed air in the system and no cable in the feeder.
- Do not include the battery in the parcel unless it is needed to assess the defect.
- We confirm receipt of the complaint by e-mail. A consumer receives a confirmation of the complaint without delay.

4. Time limits

- **Consumer:** we decide how the complaint will be handled within 3 working days of its submission, in complex cases within 30 days at the latest. The complaint is resolved no later than 30 days after submission. We inform you of the outcome by e-mail and issue a confirmation of resolution.

- **Business buyer:** we resolve the complaint within a reasonable period, as a rule within 30 days of receiving the machine. Rights arising from defects are governed by Sections 422 to 441 of the Slovak Commercial Code.

5. Ways of resolution

- **Repair** – we remove the defect in our service centre in Trnava.
- **Replacement** of the defective part or of the entire goods.
- **Price reduction** – if agreed or if the defect cannot be remedied.
- **Withdrawal from the contract** – in the cases laid down by law (for businesses in the case of a material breach of contract under the Commercial Code).
- **Rejection** – if the complaint is not justified. We always explain the reason in writing.

6. What the warranty does not cover

- normal wear of consumables – seals, sealing cuffs and rubber feeder wheels,
- defects caused by use contrary to the user manual,
- damage caused by compressed air pressure above 15 bar,
- unprofessional or unauthorised interventions in the machine and repairs by third parties,
- mechanical damage, for example from a fall or impact,
- transport damage that was not noted when the parcel was received.

7. Costs

For a justified complaint we bear the costs of repair, spare parts and return delivery of the machine. We also reimburse a consumer for the necessary costs incurred in making the complaint. If a complaint is not justified, we may charge a business buyer the demonstrable costs of diagnostics and transport. We will inform you of these costs in advance.

8. Service after the warranty

After the warranty period we provide paid service in Trnava. Consumables and spare parts, for example the sealing cuff set SET-MZ-TPU8-V1 and the seal and wheel set SET-TS-KL-F30D-V2, are in stock. Instructions for the sets are available at primaflow.sk/docs/.

9. Final provisions

This complaints procedure takes effect on 17 November 2026. Matters not covered here are governed by our terms and conditions and the applicable legislation.

This document is a translation. In the event of any conflict, the Slovak version prevails.