

Claim process at RR Donnelley Prague, s.r.o.

When claiming goods delivered by RR Donnelley Prague s.r.o. ("RRDP") the following rules apply:

1) The Customer must inspect the goods immediately after the delivery in order to verify whether the goods show any obvious quality defects, and whether the delivered quantity is within tolerance. Quality defects and non-conforming quantities must be adequately documented and notified to RRDP in writing within 2 months of delivery (unless otherwise agreed with the Customer); otherwise, RRDP does not carry liability to acknowledge the claim. If the goods are visibly damaged, the Customer shall submit RRDP shipping documents (eg. delivery note), or provide a sample of the damaged goods, confirmed by the Customer and the carrier, stating the nature and extent of the damage, otherwise RRDP does not carry liability to acknowledge the claim.

2) RRDP shall remedy the defect within a reasonable time of its choice by repairing the goods, or by replacing the goods, provided that:

- RRDP is notified within the outlined timeframe as per paragraph 1), and
- the defect is exclusively caused by RRDP, and
- the defective goods are returned to RRDP in the manner chosen by the RRDP at the expense of RRDP (in particular when samples retained by RRDP are not defective), and
- the defect did not originate in the Source Data, Samples, Materials or Documentation, which would have been supplied or approved by the Customer,

3) As an alternative to remedying the defect under paragraph 2), RRDP may at its discretion, either credit a reasonable portion of the price of the defective goods (if the goods have already been paid), or apply the partial credit to a future order.

4) Any liability for goods that go beyond the above is excluded. Claims for damages arising from the existence of RRDP's liability for defects are excluded. Any liability of the Supplier in case of any modification to the goods by the Customer or a third party is also excluded.

5) RRDP is entitled to compensation for any damages or costs (eg. transport costs or travel expenses) that would result from an unjustified claim by the Customer.