

SANTI HEATED DIVING UNDERGARMENT WASHING REGULATIONS

[Applies exclusively to SANTI brand products]

TM **SANTI**

1. Scope of Services:

1.1 SANTI Service provides a heated diving undergarment washing service with special care to maintain its functionality and technical properties. As part of the service, the customer receives:

- Washing and refreshing of the undergarment;
- Electrical inspection (checking the technical condition of the heating system components);
- Minor tailoring repairs, such as fixing small damages or replacing Velcro (up to 2 pieces), provided that the total repair time does not exceed one working hour.

2. Terms of Undergarment Acceptance:

2.1 The submission of a completed service form is required for acceptance of the heated undergarment into service.

2.2 The service form is attached as Annex No.1 to these regulations.

2.3 If the service form is not provided, the service will be put on hold until the required information is received. The process will resume immediately after the customer submits the necessary details.

2.4 The customer must inform the service team in the form about any damages, defects, or issues with the heating system (e.g., damage to cables, plugs, cuffs, foot straps, Velcro, or fabric).

2.5 Upon receipt, the undergarments will undergo a detailed inspection to identify defects, damages, or necessary repairs. A diagnostic report will be sent to the customer via email. If additional repairs beyond those included in Section 1.1 are required, the customer will receive a cost estimate for the extra work. The repair will commence only after receiving the customer's approval in written form.

2.6 If the undergarment has visible damages (e.g., cracks, tears, holes), the service reserves the right to refuse service if there is a risk of further damage.

3. Service Completion Time:

3.1 The standard service time for washing, as specified in Section 1.1, is 14 business days from the date of acceptance into service.

3.2 The service team commits to informing the customer about the technical condition of the undergarment and any necessary repairs within 3 business days of its acceptance.

3.3 The completion time may be extended if additional repairs are required during electrical and quality tests. If these exceed the one-hour repair time limit from Section 1.1, the service duration will be adjusted.

3.4 If the service time is extended, the customer will be notified via email with an updated estimated completion date.

3.5 Additional repair work (beyond the standard service) includes but is not limited to:

- Foot strap replacement,
- Cuff replacement,
- Extensive fabric damage (inside and/or outside),
- Glove plug replacement,
- Power plug replacement,
- Power cable replacement,
- Thermal protection replacement,
- Repairing more than one heating cable damage,
- Other necessary repairs not listed above.

4. Payment:

4.1 The service cost is in accordance with the SANTI price list.

4.2 Additional repair services listed in Section 3.5 are charged separately and require customer approval before starting work. Cost details will be sent via email.

4.3 Payment is required before the return shipment of the serviced undergarment.

4.4 The payment deadline is 3 business days after service completion or receipt of the invoice unless otherwise agreed in writing.

4.5 The customer is responsible for all shipping costs, including transport, insurance, and any additional fees related to

delivery. The cost of return shipping is also covered by the customer.

4.6 Accepted payment methods:

- Bank transfer to the service provider's account,
- Credit/debit card,
- Online payment systems (e.g., PayPal, Revolut).

5. Service Responsibility & Complaints:

5.1 The service team takes the utmost care in handling the undergarments but is not responsible for damages caused by pre-existing defects or improper usage.

5.2 The service is not liable for damages resulting from material defects or undetected heating system failures present before washing.

5.3 The service does not take responsibility for damage caused by improper use before washing (e.g., exposure to water or high temperatures).

5.4 The service strives to restore the best possible condition of heated undergarments. However, due to aging and wear, the original color and full material functionality cannot always be restored. Over time, fabric may lose thermal insulation and aesthetic properties, which is a natural aging process.

5.5 The service cannot guarantee complete stain removal, especially if the stains are permanent or have been pre-treated.

5.6 The service reserves the right to refuse or cancel a service if it is deemed impossible to complete.

5.7 If any issues arise after the service (e.g., damage to the heating system or change in garment properties), the customer has 7 business days from the receipt date to submit a complaint.

5.8 Complaints will be handled according to the warranty conditions of the heated clothing manufacturer and applicable legal regulations.

6. Final Provisions:

6.1 The customer acknowledges that following the manufacturer's care recommendations is essential for maintaining warranty and functionality.

6.2 If there are any doubts regarding washing, the service team provides additional guidance on maintenance and usage.

6.3 The customer may cancel the service within 7 days of submission, provided that the cleaning process has not yet begun.

6.4 If the cancellation occurs after the service has started, the customer must cover costs for work already performed.

6.5 Sending the undergarment to SANTI Service constitutes acceptance of these regulations, available at www.santidiving.com.

6.6 The administrator of customer personal data is Santi Sp. z o.o., and details on data processing can be found in the Privacy Policy of Santi Sp. z o.o. available at https://santidiving.com/wp-content/uploads/2025/02/RODO_eng.pdf