

GPSR – Product Safety (EU 2023/988)

The safety of our products is our priority. On this page, we provide basic information in accordance with Regulation (EU) 2023/988 – GPSR (General Product Safety Regulation), which applies to products sold online within the European Union.

On our e-shop we offer:

- **Rock Empire** branded products where we act as the **manufacturer**, and/or
- selected products where we act as the **distributor**, and the actual manufacturer is listed for the relevant product.

Specific information about the manufacturer/distributor and documentation can always be found directly on the page of the specific product.

Contact details (e-shop)

Rock Empire s.r.o.
Ústecká 218/9, 405 02 Děčín V–Rozbělesy, Czech Republic
info@rockempire.cz

Product identification and traceability

Each product can be uniquely identified using the information provided on the product label, packaging, or its documentation. Identification data may include in particular:

- product type / model name
- size (if relevant)
- serial number or batch number
- year of manufacture / expiration date (if relevant)
- other information depending on the product type

This information is used for proper product use, record keeping, inspections, and potential handling of complaints or safety incidents.

Safety information for customers

For some products (especially equipment for work at height), incorrect use may pose a risk of serious injury or death. Therefore, we recommend following these principles:

- Use the product only for its intended purpose and always according to the instructions.
- Before each use, carry out a visual inspection of the product (if relevant).
- Do not use the product if it is damaged, heavily worn, or if its usage history is unknown.
- Follow the maximum permitted load / user weight (if stated for the product).
- Follow maintenance, storage, and service life instructions stated in the product documentation.

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Instructions and documentation

For selected products, documents are available for download on the product pages, in particular:

- instructions for use
- EU Declaration of Conformity (if relevant)
- other documentation depending on the product type

We recommend that you always read the documentation before using the product for the first time.

Reporting safety incidents

If a safety incident, accident occurs, or you suspect a product defect, please inform us as soon as possible.

Contact for reporting safety incidents (e-shop): **info@rockempire.cz**

Please include in your message ideally:

- product name and type
- size (if relevant)
- serial number / batch number / expiration date (if available)
- a brief description of the situation and photos if possible

For products where Rock Empire is listed only as the distributor, in some cases the customer may also be referred to the manufacturer's procedure stated in the product documentation.

Product withdrawal or recall

If it is found that a product may pose a safety risk, we proceed in accordance with applicable legislation. In such a case, we will publish the information on our e-shop and provide customers with instructions for the next steps (e.g. inspection, replacement, repair, or return of the product).

Conclusion

This page serves as an overview of basic safety information. Specific parameters, use, and safety instructions are always governed by the information provided for each product and in its documentation.

Rock Empire s.r.o.