

FOR PRODUCTS OF THE FACTORY WINDOWS AND DOORS "TERMO PROFIL"

## GENERAL TERMS AND CONDITIONS OF THE WARRANTY

1. The Manufacturer, shall ensure high quality of its products, used and maintained in an appropriate if they are mounted way. Should physical defects in the Manufacturer's Products occur, the Buyer is entitled to relevant warranty services, taking into consideration the rules specified below:
2. The Manufacturer grants Warranty to the Buyer covering its products and counted from the date of the documented purchase for the period of:
  - a) 36 months, on condition that proper installation by the installation crew of an authorized manufacturer
  - b) 24 months for seals,
  - c) 24 months for entrance doors, sliding doors, aluminium site
  - d) 24 months for non-rectangular profiles (circles, arches, triangles, trapezoids etc.)
  - e) 36 months for steamed up inside glass contribution excluding combinations with ornamental, etched, sand-blasted, enameled and hardened glass,
  - f) 24 months for window glass contribution in accordance with the Polish Standard and Technical Criteria of the Institute of Glass and Ceramics,
  - g) 24 months for additional equipment, e.g. mechanical air inlets or inlets controlled by humidity sensor, pulls, handles, decorative handles, door closers, small window openers, locks, electric doorstrikes, door lock cylinders and commercial goods - external and internal sills.
  - h) 24 months for mounting joinry, performed by the Manufacturer. The Warranty does not cover cracked plaster in a window recess inside and outside the building.
3. Complaints are to be submitted in writing on a "complaint report form" at the Manufacturer's Sales Department or its authorized representative.
4. Provided of guarantee for the products of the Manufacturer and the consideration of complaints is the behavior of this warranty card, purchase invoice and settlement of all obligations of payment to Manufacturer.  
The Seller is obliged to verify the grounds for the reported complaint. Complaints reported in an incorrect way or after the expiry of the warranty period, as well as ungrounded complaints shall not be considered.
5. If the servicing team is called without justification, all the costs connected with their arrival shall be covered by the Buyer.
6. The Warranty applies to products made in accordance with the measurement range specified in the Manufacturer's system catalogues.
7. If the Manufacturer's products are mounted individually by the Buyer or by construction and renovation companies upon the Buyer's order or by companies identified by the Manufacturer, the Buyer or the companies providing the service are fully liable for the mounting and construction work.
8. In accordance with the general terms and conditions of sales agreements, the Buyer is obliged to accept the products in terms of their quality and quantity as regards non-latent defects, which shall be confirmed by an acceptance report or a confirmation on the WZ document (inventory issue).  
The following discrepancies are considered to be defects: measurements, divisions, colours and all mechanical damage. If a product with non-latent defects is mounted it shall not be covered by the warranty.
9. Defects of the product occurring during the warranty period shall be removed within 21 days following the notice, while the time of defect removal may be extended if the repair makes it necessary to replace construction components of the products or for important objective reasons – e.g. weather-related.
10. A delay in resolving a complaint does not occur if the Manufacturer's representative comes to the Buyer on a date which has been agreed upon to resolve the claim and cannot do so for reasons involving the Buyer. The period allowed for resolving the claim is extended by the period of time resulting from the delay. If it is impossible to resolve the claim for reasons involving the Buyer in two separate occasions, the Buyer shall be considered to have given up his/her warranty claims.
11. Warranty claims may be asserted only in the case of latent defects, i.e. ones which may become apparent only when our products is used, apart from: adjustment of window fittings (friction between the sash and the frame, weak sash pressure, air and water leakages etc.), maintenance of fittings, sections, varnish coatings, seals and non-standard components of profiles.
12. The Manufacturer is liable for the warranty up to the amount of the price of the purchased joinery. (without the mounting cost).  
**The Manufacturer shall not be held liable for any other costs apart from the costs of defect removal.**
13. Defects revealed during the warranty period resulting from failure to comply with rules regarding proper transport, storage, mounting, use and maintenance cause a loss of the warranty. The Warranty loses its validity in the case of improper repair or modification made by unauthorized persons, wrong maintenance, adjustment, wear of components. The warranty and the statutory warranty do not cover defects resulting from mechanical damage which occurred after the products had been accepted. The warranty does not cover steaming-up of profiles, glass contribution and pane inserts on the external side and inside the room and the "rainbow" phenomenon on glass glass contribution resulting from the interference of light waves, the so-called Newton's rings.
14. The Buyer is obliged to perform activities defined in the "rules of use and maintenance of windows and balcony doors" by themselves.  
- all defects and damage resulting from failure to perform these activities shall lead to a loss of warranty. Adjustment is not included in warranty services.

15. All scratches and cracks on the surface of window sections and scratches and cracks on window glass contribution which are not revealed during the acceptance of our products on the day of the purchase, caused by external factors not connected with our manufacturing program and defects which are invisible after mounting and does not affect the usability of the product (e.g. scratches) – are not covered by the warranty.
16. The guarantee does not cover colour deviations (shade) of glass inserts and window profiles, which may occur especially when ordering additional windows after some time and are caused by changes in the same material and the constant progress in the manufacturing technology.
17. The guarantee does not cover damage occurred (directly or indirectly) as a result of external events such as: flooding, strong winds, fire, explosions, mining damage, landslip, etc.
18. The guarantee for sold goods does not exclude, limit or suspend the Buyer's rights resulting from the incompatibility of the product with the contract.
19. The Manufacturer decides whether the faulty product should be repaired or replaced.
20. If the product's defect cannot be removed or if its removal might reduce the quality of the product, the complaint may be settled by lowering the price of the product with the Buyer's consent.
21. Rules for the Use and Maintenance of Windows and Balcony Doors and the Installation Form are an integral part of the terms and conditions of the warranty.
22. This Guarantee has the character of a contract and the parties exclude other regulations by mutual agreement.

Date and Buyer's signature

Seller's stamp and signature