

THE LEGITIMACY OF THE WARRANTY CLAIM

1. The warranty period applies from the day of purchase and varies depending on a product as follows:

Windows – 5 years

Doors – 2 years

Roller shutters – 5 years

Aluminium – 4 years

Eko-Line panels – 2 years

Insulated panes – 5 years

The warranty terms are applicable prior to proper installation and proper usage of a product.

2. All claims must be sent to the Service Department. Foreign Customers are requested to contact us by e-mail.

• **France / Belgium / Luxembourg (Customers speaking French)**

sav@ekookna.fr | service@ekookna.be

• **The Netherlands / Belgium (Customers speaking Dutch)**

Justyna.Wilczek@ekookna.pl

• **Italy (Customers speaking Italian)**

ucioreclami@ekookna.it

• **Germany / Austria / Switzerland (Customers speaking German)**

service@ekookna.de | service@ekookna.at

The Service Department verifies the sent claims within 5 working days and sends a reply concerning a way of the claim implementation unless they have been sent to the above email addresses.

3. A Customer making a claim should provide the information necessary for a claim verification (see: the attachment) and send photos showing the damage and/or defects (if possible).

4. The warranty covers:

- durability of structure connections,
- durability and colour of profiles,
- proper operation and efficiency of fittings (unless they are properly maintained),
- tightness of insulated panes (water vapour between the panes).

5. The warranty does not cover:

- cracking insulated panes during their using (more than 14 days from the delivery date),
- water vapour in the inside and outside,
- irrelevant defects (that do not influence the value in use of windows, doors and roller shutters),
- window adjustment and maintenance of windows (a fitter is responsible for adjusting windows, doors and roller shutters),
- mechanical damage after 14 days (from the delivery date),
- missing elements notified after 14 days from the delivery date,
- functionality of windows produced at a customer's special request (when exceeding the height or width in case of models of angles),
- mechanical damage after windows being installed.

6. After installing windows inconsistent with the order, a Customer is not entitled to claim a refund of their dismantling costs and reinstallation of proper windows.

7. In case of faulty installation stated during a visit of a service person, the Eko-Okna company is authorised to prepare an invoice for the service person's travel and works.

8. The time for a service person to arrive is at least 4 weeks.

9. In case when a Customer would like the Eko-Okna company to return the costs for the outside service, he must inform the company beforehand about his intention. In this case a Customer must provide a detailed cost estimate and obtain the company's approval. Otherwise the costs will not be returned. The cost estimate for the service cannot be higher than an average working hours in a particular area.

10. In cases of dispute, the General Terms and Conditions of Business shall apply.