

9. Product quality assessment method.

Visual assessment of the surface of a veneered panel shall be conducted from the distance of approx. 1 m. The assessment shall be conducted under natural light. Faults, defects of the surface, which are not clearly visible from this perspective, cannot constitute the basis for complaint.

We would like to inform you that the use of float type glass results in the visibility of the applied joint.

The warranty period commences on the day of making the total payment for the order. Photo documentation must be attached to the complaint form, especially when a complaint concerns damage as well as inconsistency with the order.

The complaint should be delivered to the place of purchase and it does not constitute grounds for withdrawing a payment for window joinery. An unpaid item is not subject to warranty. The manufacturer's responsibility in respect of the warranty is limited to the value of the purchased item. The warranty does not exclude or restrict a buyer's entitlements under the Civil Code and resulting from the item inconsistency with the agreement.

Approved by and Date

*The warranty document must be filled in by a salesperson.
The warranty card is invalid without a seal and signature of a salesperson.



WARRANTY CARD

EkoLine

1. Subject and period of the warranty.

- 1.1 The present warranty concerns "EkoLine Alu" and "EkoLine" door panels.
1.2 The warranty period shall be valid for 24 months from the date of delivery to the customer and the customer's signature of the acceptance protocol. Payment is also a prerequisite for the warranty's validity.

2. Warranty rights.

- 2.1 In the case of a manufacturing (physical) defect, Eko-Okna S.A. commits to:
- a) in the first place - a repair of the faulty product free of charge;
 - b) in the case of inability to repair or of excessive costs of repair - replace the product with a new one;
 - c) in agreement with the buyer, to reduce the price or to grant a rebate relative to the reduced utility values of the product.

3. Terms and conditions of complaint acceptance.

- 3.1 Complaint shall be submitted in written or electronic form (suitable form of the Eko-Okna) and submitted at the place of purchase or sent via e-mail to serwis@ekookna.pl - according to the complaint form.

3.2 The complaint shall be made within:

- 7 days from the date of delivery in the case of an apparent defect,
- 1 month in the case of a hidden physical defect.

3.3 In the case of customer fault, failure to observe the manufacturer's recommendations, the warranty rights and complaints will be rejected.

4. Complaint processing.

4.1 Confirmation of the acceptance of the complaint and determination of the repair method requires 48 hours.

4.2 Determination of the repair method (serviceman and inspection) requires 14 days.

4.3 The target defect shall be removed within the period of 30 days.

4.4 The defect removal is considered as effective on the date of signature of the "Defect removal protocol" by both parties.

5. Terms and conditions of the warranty.

5.1 The warranty shall include:

- hidden defects, which could not be identified at the delivery;
- tightness of the glass insert;
- frame durability;
- delamination of the base plate;
- defects resulting from damage incurred during transport.

5.2 The warranty shall not include:

- Sproduct damage resulting from it being exposed to high temperatures or sunlight (e.g. bending that does not affect the functionality);
- damage caused by aggressive chemicals, such as oils, acids, lubricants, solvents;
- damage incurred due to improper use and preservation, alterations and repairs done by the user;
- damage incurred during storage or transport by the customer;

- damage incurred by the improper installation, freezing, moisture related to atmospheric conditions;
- manufacture of a "custom made" product, non-compliant with the manufacturer's technological process.

6. Recommendations:

6.1 Protective film shall be removed from the entire surface of the panel immediately after installation of the door with panel, at the latest within one month.

6.2 The filling shall be installed in the door at a safe distance from heating equipment.

6.3 Conservation and cleaning shall be done using sponge and mild, alcohol-free detergent. No chemicals, solvents, abrasive agents shall be used for cleaning.

6.4 Steel frames shall be cleaned using generally available agents for stainless steel.

6.5. Maintenance and cleaning of the glass shall be performed using specialized agents for glass cleaning.

7. Transport and storage.

7.1. The filling shall be stored horizontally, on a straight lining.

7.2. The panels shall be stored in roofed, dry and well-ventilated rooms.

7.3 It is not recommended to store the panels in building shells (carcasses).

7.4 Transport shall be conducted using vehicles protecting the goods against the effect of weather conditions.

8. Other:

8.1 Dark-coloured fillings of exterior door, exposed to sunlight, shall be avoided. In such a case, a risk exists for the door wing to distort and reduce its tightness. When selecting dark-coloured panels it is necessary to possess roofing or use the "Plus" filling.

8.2 Preventing the so-called distortion of doors exposed to sunlight, it is recommended to equip the panels with additional reinforcement in the form of the "Plus" filling or production of panels with greater than the standard (24 mm) thickness.

8.3 Failure to observe the above recommendations may be the cause for the formation of filling defects such as: deformation, swelling, application and veneer peeling. According to section 3.3, these defects cannot constitute the basis for complaint.