

# TERMS AND CONDITIONS OF BASIS FOR COMPLAINTS



1. The warranty period for all products is specified in the statement:

**Warranty validity period for Eko-Okna S.A. products**

The warranty period for powder coatings is specified in the following table:

**Warranty validity period for Eko-Okna S.A. powder coatings**

Warranty validity period for Eko-Okna S.A. products can be found at [www.ekookna.pl](http://www.ekookna.pl).

The warranty begins with the release of the product and its acceptance.

The buyer obtains the right under the warranty when the goods are fully settled.

The condition for extending the warranty is an annual paid inspection of the joinery carried out by the manufacturer or the manufacturer's authorized company.

2. Complaints should be reported to the Service Department. Customers from abroad should contact us by e-mail.

- France / Luxembourg / Belgium (French speaking clients) [sav@ekookna.fr](mailto:sav@ekookna.fr) | [service@ekookna.be](mailto:service@ekookna.be)
- Netherlands / Belgium (Dutch speaking clients) [klachtenafdeling@ekookna.pl](mailto:klachtenafdeling@ekookna.pl)
- Italy (Italian speaking clients) [ufficioireclami@ekookna.it](mailto:ufficioireclami@ekookna.it)
- Germany / Austria / Switzerland (German speaking customers) [service@ekookna.de](mailto:service@ekookna.de) | [service@ekookna.at](mailto:service@ekookna.at)
- UK / USA / Australia (English speaking customers) [claims@ekookna.com](mailto:claims@ekookna.com)

The Service Department has 5 working days to analyze the submitted complaint and provide a response on the manner of handling the complaint, provided that the notification was sent to the appropriate e-mail address with all the necessary information..

3. A customer submitting a complaint should provide the necessary information needed to process the complaint and send a photo of the damage or defect (if possible).

4. The warranty covers:

- Strength of structural connections.
- Durability and color of the profiles.
- Proper functioning and efficiency of hardware (if they are properly maintained).
- Tightness of double glazing (retting inside the glazing).

5. The warranty does not cover:

- Cracks of double-glazing during use (more than 14 days from the date of delivery).
- Glass retting from the inside and outside.
- Insignificant defects (i.e., not affecting the value in use of the window, door, roller shutters).
- Window regulation and window maintenance (the installers are responsible for adjusting windows, doors and roller shutters).
- Mechanical damage after 14 days (from the date of delivery).
- Missing items reported after 14 days from the date of delivery.
- Functionalities of windows made once at the customer's request (when the height or width is exceeded, and in the case of models, the angles).
- If windows have been installed, the warranty does not cover mechanical damage.

6. After the installation of windows that do not comply with the order, the customer may not claim a refund for the disassembly and reassembly of the appropriate windows.

7. In the case of faulty assembly found during the visit of a service technician or unjustified visit, Eko-Okna S.A. can issue an invoice for the service and work of a service technician. The waiting time for a service technician is min. 4 weeks.

8. In the case of shipment of windows by the buyer to a country other than his seat, Eko Okna S.A. reserves the right to a paid service as part of the complaint.

9. If the Customer wants to charge Eko-Okna S.A. with the costs of his external service, he must inform Eko-Okna S.A. about this intention before implementation. In this case, the customer must provide an accurate cost estimate and obtain the company's consent. Otherwise, the costs will not be reimbursed to the customer. The service quote and cost estimate cannot exceed the average man-hour in each area.

10. In disputes, the General Terms and Conditions apply.

01.01.2022