

# Warranty Card ALUMINUM JOINERY



Manufacturer order number .....

No of invoice: .....

Sale date: .....

Installation date: .....

Stamp and signature supplier / fitter:

## Terms of warranty

Witraż sp z o.o. with headquarters in Łyski, Warszawska 68, 16-070 Choroszcz ensures high quality of products manufactured by them, taking into account that long-term and efficient operation depends on the use of products in accordance with their normal purpose, correct assembly (in accordance with the assembly principles of the company Witraż, construction art and relevant technical standards) and regular maintenance.

## General provisions

1. Witraż sp z o.o. aluminum joinery manufacturer, for the products it produces gives a 3-year warranty
  - Elements such as: handles, door handles, door closers, electric locks, locks, inserts, hinges guarantee period is 2 years.
  - 1-5 years for glazing units, which are covered by a separate guarantee of the glass manufacturer. The guarantee for the tightness of the glazed unit depends on its structure and shape.
  - The guarantee for paint coatings is 10 years - with the normal impact of climatic conditions;
2. The warranty period is counted from the time of delivery and receipt of products by the Buyer. However, the rights under the guarantee may be made by the Buyer only after payment of all amounts due to the Supplier.
3. During the warranty period, the Manufacturer undertakes to provide elements for the repair / replacement of defective items that are not visible during the collection and the products disclosed during the use of the product.
4. The manufacturer is not liable under the guarantee in the event of non-compliance of the product with the contract, if the buyer knew or should have known at the time of the conclusion of the contract of this non-compliance.
5. The Buyer undertakes to remove minor defects of the type free of charge: replacement of the fitting elements supplied by the Manufacturer (eg a bolt), sashes or window frames, glazing units.
6. The manufacturer reserves the right to assess and classify defects, and the Buyer is obliged to provide access to the product for examination. If the product is not available for evaluation or repair, the complaint notification is considered completed and closed.
7. The condition for the provision of warranty services is the submission by the Buyer at the point of sale or at the Manufacturer of a completed warranty card and proof of purchase, within 3 working days of the defect becoming known. Defects that can be detected prior to installation and assembly should be immediately reported to the Supplier before assembly works are carried out.
8. A condition for considering a complaint regarding a visible defect is the notification of it before assembly and the failure to mount the product. The installation of accessories is regarded as the start of assembly!
9. Acceptance of the warranty card by the Buyer means familiarization and acceptance of the terms of the guarantee. This is confirmed by the Buyer's signature on the last page of the warranty card.
10. The buyer is obliged to receive the product in a quantitative and qualitative manner.
11. Complaints should be lodged at the point of sale where the product was purchased.
12. **The Buyer, in order to ensure the proper operation of products, is required at least once a year to make periodic and documented inspections, cleaning and maintenance of the door at his own expense. Inspections must be carried out by a qualified person.**

## The range of the warranty

The condition of obtaining the rights resulting from this guarantee is proper performance assembly in accordance with the "general rules of the art of construction".

1. The guarantee covers:

- a) latent defects resulting from faulty product or material defects,
- b) aluminum profiles - dimensional and shape stability as well as strength of structural joints profiles
- c) window fittings - durability of hardware components and durability of items relevant to the point of view safety,
- d) glazing units - tightness of insulating glass units installed in windows under normal conditions in the area of penetration of dust or moisture inside the glass.

2. The guarantee does not cover:

- a) mechanical and chemical damage as well as high temperature and product damage not caused by the Manufacturer, including those resulting from the instability of the structure in which the products were installed,
- b) defects or inaccuracies that remain invisible after installation and do not affect the product's utility value (e.g., scratches) or within the tolerance indicated in the standards,
- c) the regulations described in the instructions for use; activities related to the adjustment of door hardware no they are subject to warranty claims; the user must adjust the fittings on their own door or call a qualified person to adjust the windows at their own expense,
- d) product defects which arise as a result of:
  - assembly or use of the product contrary to the rules of the art of construction or technical standards, appropriate to the place of assembly,
  - improper operation causing, in particular, obstruction of drainage holes, improper maintenance or lack thereof, washing with inappropriate means,
  - random events and natural disasters such as: fire, flood, gusty wind
  - elements subject to normal wear
  - damage to fittings caused by dirt (plaster, masonry mortar)
  - mechanical damage to glass such as external scratches, abrasions, cracks, glass defects admitted by the standard,
  - stains caused by chemical agents or thermal factors, e.g. sparks,
  - mechanical damage caused after receipt of the goods
  - construction changes and repairs carried out by unauthorized persons
  - misting the glass from the inside or outside of the room, which is a property of bad ventilation of the room or atmospheric conditions,
  - optical phenomena known as "Newton's rings" (rainbow effect) which are properties of FLOAT type insulating glass units,
  - natural glass defects within the limits permitted by applicable standards,
  - other defects than those mentioned above, if their removal depends only on the replacement of the glazing unit. In such a situation, the responsibility for removing such a defect lies directly with the Seller, who places an appropriate order for the windshield at the Manufacturer.

## Final Provisions

1. The customer is required to remove the protective packaging from the product and any stickers immediately after assembly, at the latest after 30 days of purchase under pain of expiration of Customer's rights under these warranty terms.
2. The guarantee is valid in EU.
3. The warranty does not exclude, limit or suspend the rights of the Buyer arising from non-compliance of the goods with the contract.
4. In matters not covered by this guarantee, the provisions of the Act shall apply from 27.07.2002 on special terms of consumer sales (Journal of Laws No. 141, item 1176).