

GUARANTEE CARD

Producer - company WINDOOR Paweł Redestowicz with headquarter in Radom 26-600, Poland, Zofii Holszańskiej str. 5, VAT code PL9482192042, National Business Registry Number 672983717 grants a full 3-year warranty on the produced and sold terrace and fencing deck systems, hereinafter referred to as "products", within the scope and conditions contained in the following warranty.

In addition, the manufacturer covers systems with a 15-year warranty period for resistance to decay and rot. The coverage of warranty covers only the territory of the European Union and Turkey, Norway, Switzerland, Ukraine, Russia and the United States of America.

TERMS OF WARRANTY

1. The subject of the warranty:
 - material defects having the character of longitudinal cracks, occurring in many places, indicating weakening of the material on the whole surface of the board,
 - material defects having the character of deformation in the space between the joists, i.e. the collapse and bulging of boards with an amplitude exceeding 5 mm (the condition of recognizing the complaint is properly arranged joists)
 - preservation of mechanical properties of composite terrace boards.
2. The condition of the warranty is compliance with the manufacturer's instructions regarding maintenance, the way the product is used and its assembly in accordance with the instructions and applicable construction standards.
3. Complaints must be sent in writing to the Producer's office within 7 days from the defect. The complaint will be considered within 14 days from the date of its submission. The necessary condition for considering the complaint is enclosing a complete complaint documentation, which includes: proof of purchase, a description of the product's defect in a written form and photo documentation allowing for unambiguous identification of the product defect.
4. The manufacturer has the right to inspect the place of installation of the product in order to investigate and establish the claimed defect. The producer is entitled to request from the Buyer additional information related to the occurrence of the defect, if it is necessary to assess the legitimacy of the complaint. Unreasonable refusal to inspect composite terrace boards at the place of their assembly or unreasonable refusal to provide additional information related to the occurrence of the defect, results in the failure to take into account the claim.

5. If the complaint is accepted, the Manufacturer undertakes to deliver products to replace the defective products at their own expense. The manufacturer reserves the right to select replacement products necessary for warranty repair.
6. The buyer is obliged to prepare / pack up the defective material and create conditions for pickup.
7. The guarantee covers the elements of the terrace and fencing system, the producer does not pay the assembly costs.
8. Making repairs on its own, without prior acknowledgment of the complaint by the Manufacturer confirmed in writing, results in the loss of rights under the guarantee.
9. The manufacturer is not liable for damages caused by failure to comply with the specified temperature range for assembly and use of products. Recommended temperature range when installing products is from + 5 ° C to + 25 ° C, temperature range for use is from - 30°C to + 40 °C.
10. The manufacturer is not liable for damage caused during improper transport, storage and faulty assembly as well as inadequate use or maintenance of system components.
11. The warranty does not cover:
 - damage caused by extreme weather conditions (hail, hurricane, natural disaster),
 - damage caused by fire and foreign body strokes,
 - damage caused by the influence of external factors, including mechanical ones, eg hard or sharp objects, claws of animals, as a result of moving objects on the boards, mechanical damage resulting from the impact of impact loads,
 - damages caused by the user, both intentional and unintentional, in particular due to the use of excessive force.
12. The warranty does not cover differences in the dimensions of products not exceeding 1% of the size, colour discoloration resulting from contamination or impact of substances that should not come into contact with the product, differences in the texture and colour of individual system elements that may occur within different production batches. The warranty does not cover damage caused by construction defects, including building structures on which products have been mounted, or which may have affected their damage.
13. In the case of boards subjected to final machining processes, ie brushing or grinding, a tolerance of up to 10% in the scope of machining on the whole surface of the board is allowed. This value does not include the space of depressions between the grooves on the widely fluted side .
14. The warranty does not cover colour changes, which are a natural aging process as a result of exposure of the product to UV rays and water. This applies in particular to: changes in colour and dimensional changes resulting from the specificity of the product specified in the Technical Approval ITB AT-15-8855 / 2015.

15. The producer does not cover any additional costs or losses associated with the use of its products.
16. The manufacturer is not responsible for any losses or injuries resulting from assembly errors.
17. The warranty does not limit, exclude or suspend the rights of the buyer resulting from non-compliance of the goods with the contract specified in the Act of 27 July 2002. on special terms of consumer sales and the change of the CIVIL CODE (Dz.U. No.141, item 1176).
18. The warranty period counts from the moment of delivery and physical receipt of the product.
19. The rights under the guarantee are only valid in the event of full settlement of the amount to the Producer, due to the sale of the product.
20. The law applicable to obligations under this guarantee is Polish law.
21. The court competent for resolving any disputes is the court competent for the Manufacturer's registered office. This provision does not apply to disputes in which the consumer is a party .
22. The producer reserves the right to make changes to his products without prior notice.

Date and order number	Date of repair	Description of the repair being performed	Warranty extended to	Signature of repairing person



In accordance with the National Declaration of Conformity No. 3/2016 of 1/01/2012 6.

" WINDOOR" Paweł Redestowicz Z.Holszańskiej str. 5, 26-600 Radom, Poland

VAT code PL9482192042 phone+48 48 331 54 41

www.windoor.pl

www.winfloor.pl