

## GUARANTEE & WARRANTY CONDITIONS

DREWEXIM Sp. z o.o. located in Koszalin, Szczecińska 44, registration no.0000044173, VAT no. 6690501207, offers the following guarantee for its products:

PRODUCTS	ELEMENTS	YEARS
Wooden windows and balcony doors		
	construction	5
	hardware	5
	glass	5
	finish	
	- stain	3
	- paint	5
	aluminium cladding	5
	bronze cladding	5
Wooden doors		1
Aluminium windows and doors		1
Wooden cladding - finished		1
Wooden cladding - unfinished		0
Wooden/aluminium shutters		1

All products must be inspected and treated at least once a year by the manufacturer or its distributors. The service is chargeable. It must include:

- inspection and treatment of the paint finish
- inspection and treatment of the ironmongery
- inspection and treatment of the corner connections of the frames and silicone
- inspection and treatment of the rubber gaskets
- repair of the defects and replacement parts if required
- preparing the inspection and treatment report incl. information about all defects and repairs.

Inspection and treatment may be extended with repairs of the mechanical and other damages not caused by the manufacturer with extra charge.

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*Guarantee & warranty conditions are valid from 16.11.2009*

The customer is obliged to keep all the invoices confirming that the annual inspection and maintenance has been done together with the inspection and treatment reports to present them to the manufacturer in case of complain.

It is unacceptable to leave the windows protected with foil, adhesive tape or any other material that disturbs free airflow for longer than 48h. Before installation the windows must be stored in sheltered, dry and well ventilated place at least 10cm above the ground.

In case of wooden products especially made of softwood or painted dark colours it is possible for the resin to show up. It is not a defect but a natural process.

For approximately 3 months from treatment of the wood with water-soluble paint the surface may be reacting to the rainfall. During that time the "milky" spots may appear which disappear once the surface dries. It is not a defect but a natural reaction of this type of paint.

Glass and glazed units are manufactured according to the following norms: PN-EN 1279-1, PN-EN 12150-1, PN-EN 572-2, PN-EN 1096-1.

The customer is obliged to inform the manufacturer about all specific geographical, weather or other conditions related with the order like seaside location, mountains, often and intense rain, snow, wind, sun, installation above 8m level (3rd floor), log construction of the building. In these cases the manufacturer will recommend the suitable products with the right specification. The manufacturer is not responsible for wrong choice of product made by the customer.

Drewexim's products must not be a part of the construction of the building and must not carry any weight of it the construction of the building.

The customer claims title to the goods only after settling the full payment. The manufacturer may request the return of the goods not paid by the customer. The customer must not re-sell the goods that have not been paid to the manufacturer.

All the damages that could happen during transportation must be reported immediately to the manufacturer and must be reported in writing in the transport document (CMR) together with signing the confirmation of unloading. Transport claims will not be accepted without metioned entry in CMR.

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### **Guarantee and warranty does not include:**

- natural shades and differences in colour or structure of the finish or wood,
- fading of the anodized finish on the aluminium profiles,
- defects of the finish on the parts of the goods that are not visible after installation,
- differences of the glass, wood, finish, technology of orders placed on different dates,
- products sold with special discount because of the defects,
- damages caused by improper usage
- damages caused by bad installation, not done by the manufacturer
- mechanical damages (i.e. caused during unloading, transportation, installation if the service was not done by the manufacturer)
- defects, shortages, order discrepancies reported after 7 days from the delivery,
- unpainted or not fully painted products, oiled, waxed, finished with coatings that are not recommended by the manufacturer (that does not appear in manufacturers offer),
- products manufactured against manufacturers recommendations, products exceeding max or min recommended measurements,
- products that are not glazed or equipped with the full set of ironmongery,
- internal and external wooden cills, wooden drip rails, wooden insect screens,
- products to which there are fitted any other not Drewexim's products i.e. shutters, roller blinds, elevation cladding, bars
- products that are not complete i.e. no sash, no frame
- products that have not been inspected and maintained annually starting from the date of purchase or if the customer is not able to present the required documents confirming the inspection and maintenance,
- products installed before all the "wet" works had been done i.e. plastering, doing the floors,
- products that moisture level increases 17% caused by bad conditions of storage before installation, doing the floors, plastering, insufficient ventilation,
- damages caused by not obeying the rules of proper ventilation and heating of the building also during the construction-renovation works or rules of proper usage like adjustment of the ironmongery,
- products that have not been paid in full,
- products modified incl. repainting, re-glazing, using new/other ironmongery than the one supplied originally, if the modifications were done outside the annual inspection and maintenance,
- products which are not suitable to the area or weather conditions on site or of the building.

The manufacturer is not responsible for the lack of possibility of adjustment or maintenance caused by bad installation done by others.

## **Complaints**

Complaints must be reported in writing at the right distributor where the goods were purchased or at Drewexim within 7 days since the problem occurred. The customer is obliged to present the invoice and all the documents confirming the annual inspection and maintenance was done. The reported complaint must include offer number, number of the item that is being claimed, detailed description of the problem and images of the problem (from the inside of the building, outside, detailed, from the distance, whole building and installation), address.

Customer has 7 days from the day of the delivery to report all the visible defects, shortages, order discrepancies. Complaints of the problems mentioned above reported outside 7 days period will not be accepted.

Manufacturer has 30 days to verify the reported complaints.

Manufacturer may replace the claimed products with the new one free from defects if:

- it is not possible to repair the defect,
- after 3 repairs have been done the defects is still not removed or repaired and it does not allow for proper usage of the product.

Defects of the finish and glazing are accepted as defects if they are visible with an unaided eye from 1m distance with natural light.

After the reported complaint is accepted by the manufacturer, it will be removed as soon as possible. If the repair is dependent on the weather conditions the manufacturer will do the repair only when the weather allows.

The manufacture does not cover any costs related with the repair or replacement of the claimed goods like painting, plastering, cost of scaffolding, labour, insurance and other. The manufacturer does not accept any invoices for costs related with the reappear or replacement.

In case the complaint is accepted and the manufacturer decides to pay compensation for the costs of the repair it is the manufacturer who calculates the right amount.

In case the reported complaint is not accepted the customer must cover the costs related with the verification of the complaint.

**Drewexim Sp. z o.o.**

Szczecińska 44  
75-137 Koszalin  
tel +48 94 341 00 65  
fax +48 94 342 32 35  
[office@drewexim.com](mailto:office@drewexim.com)  
[www.drewexim.com](http://www.drewexim.com)  
NIP PL 6690501207  
REGON 330048920

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