

## WARRANTY TERMS AND CONDITIONS FOR DOORS AND WINDOWS SOLD BY AS VILJANDI AKEN JA UKS

AS Viljandi Aken ja Uks provides a two-year warranty period for its products. This period commences from the moment the product is delivered to the buyer (or from the moment the document of product delivery and receipt is signed in project sales). The validity of the warranty is subject to compliance with the product installation and maintenance manual. The necessary manuals are included with the product and can also be downloaded from the manufacturer's website at <http://www.vau.ee>.

### **Please check the products for any shortcomings prior to installation.**

The warranty covers:

- product finish and finishing materials;
- product structural materials;
- product shape constancy – longitudinal distortion is allowed at a rate of 2 mm/metre; the difference between diagonals is allowed at a rate of 1 mm/metre;
- fittings installed at the factory;
- installation errors if the installation was performed by AS Viljandi Aken ja Uks; and
- damage sustained during transportation – prior to delivery to the client and recorded during delivery.

The warranty does not cover:

- damage sustained as a result of incorrect storage;
- damage sustained as a result of natural product depreciation;
- damage sustained in the course of use (cleaning marks etc.);
- damage sustained as a result of non-compliance with installation or maintenance specifications;
- mechanical damage reclaimed after the product's installation;
- additional costs accrued by the installation of a damaged product;
- damage sustained during transportation or construction (pressure marks, dust, splashed paint or putty etc.);
- product alterations (planed, drilled, sawn, milled, painted etc.);
- problems due to fittings added by the client;
- product installed in unsuitable conditions (excessive moisture, temperature discrepancy etc.);
- installation errors if the installation was not performed by AS Viljandi Aken ja Uks;
- damage sustained as a result of adjustments made in the course of use;
- defects caused by using the product without adjustments;
- natural peculiarities of materials (timber grain differences, prominent knots etc.) if finishing layer is well;
- product unsuitability caused by aperture size alterations after product order confirmation or delivery;
- errors caused by the building setting;
- water condensation on the external surfaces of the glazing unit;
- thermal disintegration of glass;
- external door unprotected by an awning or door not recessed in a niche;
- applicable to dark-tone paints – paint layer fading as a result of sunlight; also resin secretion from timber;
- applicable to dark-tone paints: warping of doors as a result of sunlight exposure;
- products for which 100% payment has not been received

If the product does not comply with requirements, the buyer can demand that the manufacturer repair it or provide a discount. The buyer can also demand replacement if the manufacturer will not incur unreasonable expenses or inconvenience as a result, taking into account, among other factors, the value of the product and the degree of prominence of its non-compliance.

On the reverse of this sheet you will find a complaint submission form. Prior to submitting a complaint, please make sure that:

- the product was acquired from AS Viljandi Aken ja Uks;
- you have the invoice, the contract or the order confirmation; and
- the defect/error is subject to warranty.

If it becomes evident that the shortcoming is not covered by the warranty, AS Viljandi Aken ja Uks has the right to bill the client to cover its expenses pursuant to the following rates:

- Complaint processing costs – €32
- After-sale manager's visit – €0.45/km
- Working time spent on site – €12.75/hour