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

AS Viljandi Aken ja Uks (hereinafter the Manufacturer) provides a five-year warranty period for its products, unless agreed otherwise. This period starts 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 installation and maintenance manual is enclosed with the product, available at the locations of the distributors of the Manufacturer and on the Manufacturer's website at http://www.vau.ee.
The product must be inspected before installation and if defects are found in the product during the inspection, such defects must be recorded in writing and photographed, and the product must not be installed. A product with defects may only be installed in exceptional cases with the consent of the Manufacturer.
The buyer must inform the Manufacturer about any defects in the product or deficiencies in the installation by submitting a complaint in the format determined by the Manufacturer within 14 days of the appearance of the defect or deficiency. The visual inspection of the product shall be conducted from a distance of 2 m, and the light source must be situated behind the back of the observer.

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. Diagonal difference is allowed at a rate of 1 mm/metre;
- hardware installed on the product by the Manufacturer or included with the product, but not installed on the product. Spare parts that are essential for the product's function, e.g., hinges, gas lift, adjustment functions, wheels etc. offered for a minimum of 10 years after the product is discontinued;
- installation mistakes if the installation was ordered from the Manufacturer;
- damage that occurred during the transport of the product if transport of the product was arranged by the Manufacturer and which is recorded before the receipt of the product in the accompanying documents of the product.

The warranty does not cover:

- damage sustained as a result of incorrect storage of the product;
- 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 about which a complaint was filed after the installation of the product (nicks, scratches, dents, etc.);
- indirect or direct expenses caused by the installation of a defective product without the consent of the Manufacturer;
- damage sustained during transportation or at the construction site (dents, dust, splashed paint or putty etc.);
- product that has been processed or altered in any manner (planed, drilled, sawn, milled, painted, etc.);
- damage caused by hardware added to the product without the consent of the Manufacturer;
- damage to the product if the product was installed in unsuitable conditions (excessive moisture, temperature discrepancy, etc.);
- installation mistakes if installation of the product was not ordered from the Manufacturer;
- the adjustments and maintenance required during the use if the product (oiling and adjustment of hinges, adjustment of the strike plate, etc.);
- product defects caused by use of an unadjusted product;
- the natural features of materials (e.g. timber grain differences, visible branch marks, appearance of finger-joint and wood texture) if the finishing layer has not been damaged;
- damage caused by the movement of the structures of the building where the product has been installed;
- water condensation and suction cup marks on the external surfaces of the glazing unit;
- thermal disintegration of glass;
- an exterior door not protected from direct rain and sun by an awning or niche;
- in the case of dark shades of paint – paint layer fading as a result of sunlight; also resin secretion from timber;
- a product for which the Manufacturer has not been paid according to the agreed terms and conditions;
- costs related to the repair or replacement of a product (or part of a product) that are not directly related to the repair or replacement of the product (or a part of a product);
- costs and/or damage caused directly or indirectly to a third party in relation to the repair or replacement of a defective product (or part of a product) according to these warranty terms and conditions.

The Manufacturer will repair the product (or a part of the product) if the Manufacturer's warranty applies to a defect in or damage to a product (or part of a product) according to these warranty terms and conditions. The Manufacturer will replace a product (or a part of a product) if repairing a product (or part of a product) would cause unreasonable expenses to the Manufacturer or would be impractical or impossible in the opinion of the Manufacturer.

The Manufacturer's complaint form is given on the turn of the page. Before submitting a complaint, please make sure that:

- the product is the Manufacturer's product;
- you have the invoice, the contract or the order confirmation; and
- the defect or damage is covered by the warranty.

If it becomes evident during the handling of a complaint that the defect of or damage to the product is not covered by the Manufacturer's warranty, the Manufacturer has the right to demand compensation for the costs of handling the complaint from the person who filed the complaint.

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VILJANDI
windows • doors

CLAIM

Date:

Prior to submitting your complaint, please make sure that it is justified. Read the General Warranty Terms and Conditions of AS Viljandi Aken ja Uks products.
Make sure that the information you submit regarding your claim is as detailed as possible.
Do not install a defective product. If there is no option but to install the product, please photograph the product prior to installation. We will reject any complaint regarding mechanical damage to a product if sustained after installation.

Customer information	**Site data**
Name of individual or company	Address
Address	Contact person
Telephone number	Telephone number
E-mail	E-mail

Product data

Number and date of invoice, contract or order confirmation	Product name	Product markings*	Quantity	Reason for complaint

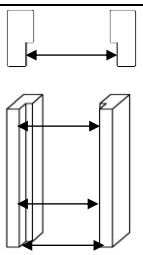
*Products are marked so that we can determine the source of low-quality output. The markings are situated as follows:
Internal doors - stamped number on the top or bottom edge of the door
External doors – top edge of the door
Certified doors - under the top hinge of the door leaf, on the certificate label, or on the top or bottom edge of the door leaf
Windows and balconies – on the vertical jamb

Comments (detailed description of your complaint)

Attached documents (photos etc.):

Verification of parallelness of jambs
Jamb parallelness is verified by measuring the space between jambs in three places: top, middle and bottom
Measured distance between jambs:

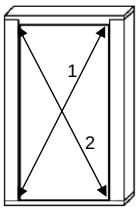
From the top: ____
From the middle ____
From bottom: ____



Verification of product squareness.
To verify product squareness, the diagonal lengths are measured.
Permitted diagonal discrepancy: 1 mm/metre
The same method is used to verify the squareness of both the product and the jamb.

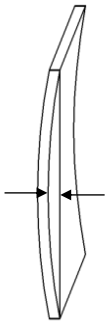
Measured diagonal lengths:

Measurement 1: ____
Measurement 2: ____



Measurement of distortion.
Distortions can be measured on vertical and horizontal surfaces. For such measurements a straight stave must be used. The measurement always starts on the concave side. Distortion is measured at up to 100 mm from the door edge.
Permitted distortion rate: 2 mm/metre

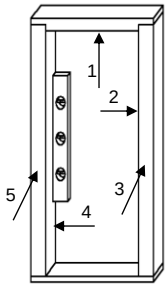
Measured distortion: ____ mm



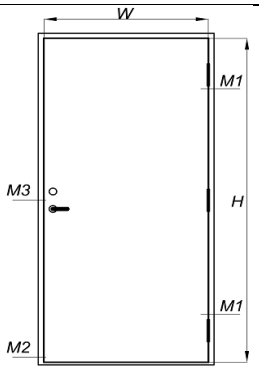
Verification of levelness of jambs.
All jambs are checked to ensure that they are level. A level gauge is used for this purpose.

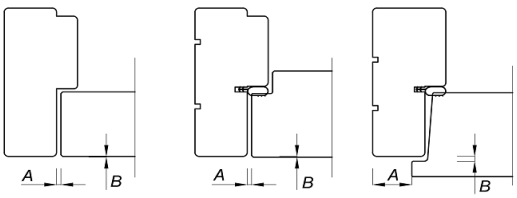
Please indicate whether the jamb is level or not where measured (yes/no):

1) ____
2) ____
3) ____
4) ____
5) ____



Measurement of space between le jamb
Measure the space between door le jamb
at the points indicated in the image.
M1 from top ……
M1 from bottom ……
M2 ……
M3 ……





Measurement of space between leaf and jamb for different door types