



## ALSANIT WARRANTY PAGE 1/2

Dear Sirs,

Thank you for purchasing ALSANIT products. We hope that their troublefree long-term use will confirm that you have made the right choice. All products manufactured by ALSANIT bear the manufacturer's mark, which should not be removed during the warranty period, otherwise the warranty will be void.

The ALSANIT company with headquarters in Trzcianka (64-980) at ul. Wieleńska 2, hereinafter referred to as the Guarantor, grants a guarantee under the following conditions:

1. The warranty covers only products manufactured and marked with the Guarantor's designation. The condition for recognizing the guarantee is the use of only original elements provided by the Guarantor, in accordance with their intended use and technology.
2. The Guarantor ensures durability and efficient work of the products, provided that they are installed by persons authorized by the Guarantor, used in accordance with their intended purpose and if the recommendations indicated in the operation and maintenance manual are followed. If the purchased products were installed by persons other than those authorized by the Guarantor, the guarantee covers only defects inherent in the product manufactured by the Guarantor.
3. The period of validity of the warranty is regulated by the offer for the product prepared by the Guarantor and then approved by the Ordering Party. The condition for the validity of the warranty for a given period is the performance of paid annual service inspections confirmed by a written Service Report issued by a service technician representing ALSANIT. The value and date of the service inspection is determined individually upon the customer's written request.
4. If the complaint is accepted during the warranty period, the Guarantor shall only replace the faulty elements with those free from defects. The replacement is performed free of charge by employees authorized by the Guarantor. The warranty does not entitle to free repairs if defects or faults were caused by improper or inconsistent with the intended use of the products, lack of maintenance, or when the user took actions on his own to remove the reported defects.
5. The defect should be reported directly to the Guarantor in writing or on the basis of the application form available on the Guarantor's website, no later than within 7 calendar days of its detection. The notification must be accompanied by photographs documenting the subject matter.
6. The warranty does not cover:
  - a. damage caused during transport, disclosed at acceptance, for which the Ordering Party did not raise any objections to the Guarantor or the carrier (damage report), as well as damage caused by harmful external factors beyond the Guarantor's control;
  - b. natural discoloration of boards that may arise over regular use, depending on the intensity of light acting on them,
  - c. discoloration of boards caused by mechanical treatment
  - d. natural wear and tear of the product;
  - e. defects and damages related to improper transport, storage and assembly performed by the Ordering Party;
  - f. defects resulting from improper or unauthorized use of products, including non-compliance with the rules described in the product maintenance manual;
  - g. inaccuracies resulting from errors in the flatness of the walls of the room (inclinations, concavities and convexities of the walls),
  - h. damage to installed products caused by employees of foreign brigades not related to the Guarantor,
  - i. scuffing or accelerated wear of the hinges caused by lack of maintenance or hanging the door on dirty hinges,
  - j. shower curtains with hooks,
  - k. any damage resulting from fixing products to walls made of drywall not covered with tiles;

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- l. any mechanical, thermal and chemical damage caused by improper use of products or resulting from acts of vandalism,
  - m. damage related to improper climatic conditions inside the room, as well as caused by inefficient ventilation and any defects and damage to products that used outside,
  - n. damage caused by a faulty structure of the building and abnormal building movements;
  - o. damage resulting from random events;
  - p. damages of doors and hinges caused by their additional vertical load,
  - q. damages caused by interference of unauthorized persons relying on alterations and repairs;
  - r. defects that remain invisible after installation and do not affect the value in use of the product.
  - s. due to the specificity of the AQUARI kindergarten cabin system with swing doors, it is not considered a defect if the door in the closed position is not in one axis, or when the support legs of the pilasters and wall-mounted walls are not in the same axis;
  - t. any irregularities in the use of the indicated and described in the documentation manufacturers of boards (HPL, chipboards, glass) and other sub-suppliers, which then result in the malfunctioning of ALSANIT products.
7. The buyer loses the warranty rights in the event of:
- a. non-compliance or non-compliance with the recommendations indicated in the product maintenance manual,
  - b. repairs carried out by unauthorized entities (other than those authorized by the Guarantor),
  - c. any changes to the products made by the Ordering Party or other unauthorized entities, without the Guarantor's consent,
  - d. making changes reducing the durability of the construction and connections introduced at the request of the Ordering Party or other unauthorized entities,
  - e. use of the products in unheated, semi-open rooms or in rooms with a humidity exceeding 65% (humidity level applies to products of laminated chipboard), as well as in all products used outside the buildings and outdoors,
  - f. use of HPL products in the conditions of existing differences in air humidity on both sides of the panel,
  - g. use of HPL products in rooms with improper air circulation,
  - h. tearing off or removing the label placed by the Guarantor on the manufactured product.
  - i. Installing paper containers or any other object on the walls of the products.
8. In a situation where the cause of the reported defect is not caused by actions causing limitations or loss of warranty, the representatives of the parties will meet in the facility where the defect was discovered within 14 working days from the date of receipt of the defect notification. A protocol of defects or defects will be drawn up from the meeting and the method and date of their removal will be agreed.
9. In justified cases, the Guarantor and the Guarantee Beneficiary may withdraw from the meeting and make arrangements by correspondence.
10. If the complaint is accepted, the Guarantor undertakes to remove the identified defects without undue delay, unless the products are made of material specially imported for the Customer's needs and have been fully used for the purpose of the order, then the complaint handling time may be extended.
11. Warranty rights do not include the so-called substitute performance, i.e. at the cost and risk of the Guarantor.
12. In the case of unjustified complaints, all costs incurred shall be borne by the Applicants, unless the parties agree otherwise.
13. To avoid misconstruals, the buyer accepts that the binding version of the document is the one in Polish language version and the English version is for reference only.



Appendix 1 to the complaint

..... date .....

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(Buyer stamp)

**WARRANTY COMPLAINT FORM**

ALSANIT Sp. z o.o.  
64-980 Trzcianka  
ul. Wieleńska 2  
tel. 067 253-23-69

I. Information on the product:

Number and date of Order Confirmation or Invoice:

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Description:

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II. The reason for the complaint (detailed description of the defect, date of finding the defect, pictures):

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I hereby submit a claim under the warranty of the above-described product and declare that we want to use the rights described in the Product Warranty document attached to the goods sales document.

At the same time, we declare that we are aware of the terms and conditions of the guarantee granted by ALSANIT.

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signature