

## WARRANTY CARD

1. DRUTEX S.A., as the producer of **PVC and ALUMINUM** woodwork, gives, unless otherwise agreed, a guarantee for its products:
  - a. PVC windows and balcony doors – 5 (five) year guarantee,
  - b. ALUMINUM windows and doors – 3 (three) year guarantee,
  - c. PVC and ALUMINUM internal and external doors; IGLO HS doors; External roller shutters (PVC) and adaptive roller shutters (ALUMINUM) – 2 (two) year guarantee,
  - d. additional equipment for the above mentioned systems, i.a.: hand rails, handles, fanlight openers, ventilators, door closers, locks and patent lock inserts – 1 (one) year guarantee. Electric shutter motors, electric door strikes – 2 (two) year guarantee.
2. Complaints must be submitted in a writing form at the point-of-sale where the woodwork was sold, along with the proof of purchase.
3. The complaint regarding electric equipment must contain the name and surname of the fitter, their license number (SEP) with a legible signature, date and place of installation.
4. Warranty period begins on the day of the product's reception from DRUTEX S.A.
5. The complaint is to be processed only when all the accounts receivable for the delivered woodwork are completely settled. This condition does not apply to sales to private individuals.
6. In case of unjustified complaint the customer will be charged with the costs for the technician's journey to the customer.
7. Assembly and installation of extra equipment (e.g. shutters motors, electric door strikes) shall be conducted following the manufacturer's instructions or applicable standards, where we allow individual sealing solutions in the reveal (façade), which however must be done in accordance with applicable regulations and/or the manufacturer's instructions and architect's recommendations.
8. The warranty applies to products installed in accordance with Section 7 of the warranty card.
9. All defects that shall arise during the production process or due to defects of the material covered by the warranty will be remedied within 21 (twenty one) days from the date of notification. However, the time to remedy more complex defects may be longer.
10. If elements of the roller shutters have been built up, such as guide rails, revision panel, the client shall cover the costs for enabling access to the DRUTEX technician, necessary to repair the shutter, and in case of external shutters that have been fitted higher than ground floor, the client shall provide a lift or a scaffolding.
11. The warranty does not cover defects resulting from the following:
  - a. incorrect usage of the product,
  - b. incorrect maintenance or lack thereof,
  - c. incorrect handling and regulation,
  - d. exposure to external factors (chemical substances, fire, etc.),
  - e. design changes in construction and repairs conducted by unauthorized persons,
  - f. incorrect assembly established by DRUTEX S.A. representative,
  - g. mechanical damage that occurred after the receipt of the goods,
  - h. wear of the elements,
  - i. the effects of thermodynamic phenomena (evaporation on woodwork inside and outside the room where the woodwork has been fitted),
  - j. incorrect room ventilation,
  - k. natural disasters.
12. The warranty does not cover:
  - a. mechanical damage and cracks of the glass which arise during the usage, as well as acceptable defect in accordance with binding standards,
  - b. scrapes and scratches of the shutters armor resulting from the product exploitation
  - c. glass deflection (the double glass effect),
  - d. brewster's rings/fringes,
  - e. anisotropy – double refraction effect in glass,
  - f. wettability diversity of external glass surfaces depending on the prints of suction, rolls, labels used in the production of base glass as well as composite and single glass,
  - g. shades of composite and single glass resulting from:
    - the application of raw materials and their various proportions in the production of base glass,
    - glass thickness, type of coating, light conditions and the angle of view on their surface.
13. The warranty covers products installed (or transported) up to 600 m above sea level. Above that altitude it is necessary to apply ESG glass and elements that compensate pressure in the chambers – e.g. capillaries.
14. DRUTEX S.A. reserves the right to establish the method of the defects reparation.
15. Removing the defect or repairing by replacing the faulty product with a new product free from defects, shall not commence the guarantee period, nor extend it.
16. DRUTEX S.A. shall not grant warranty in case of application of woodwork elements that have not been approved by the manufacturer
17. The client shall inspect the purchased goods for any visible defects, both quantitative and qualitative, which cannot be the basis for any complaint after the receipt of the woodwork. Visible defects include discrepancies in: dimensions, divisions, colors, mechanic damages of the glass or profiles such as: cracks and scratches, etc. If the customer notices visible defects and decides to assemble the defected product he/she loses his/her right to complain or pursue other damages which result from the product's defect.
18. DRUTEX S.A. reserves the right to decide in determining the responsibility for the windows' damage, while agreeing to forward the matter to an independent expert or institute appointed by both parties, and to comply the results of the expertise given in this course. The cost of such an expertise must be covered by the party against which this statement has been issued.
19. The warranty is applicable only for damages that arise in terms of the subject of the contract and DRUTEX responsibility is limited only to the return of the value of the goods sold. The manufacturer is not liable for any other costs caused by the defect of the product.
20. The warranty applies in countries where DRUTEX S.A. sold its products directly.
21. The warranty for the sold consumer goods does not exclude, limit or suspend the rights of the buyer resulting from non-conformity of the product with the agreement.
22. Packaging, storage and transport shall be conducted in accordance with binding standards.
23. Quality assessment of the powder-coated surface in accordance with QUALICOAT requirements.

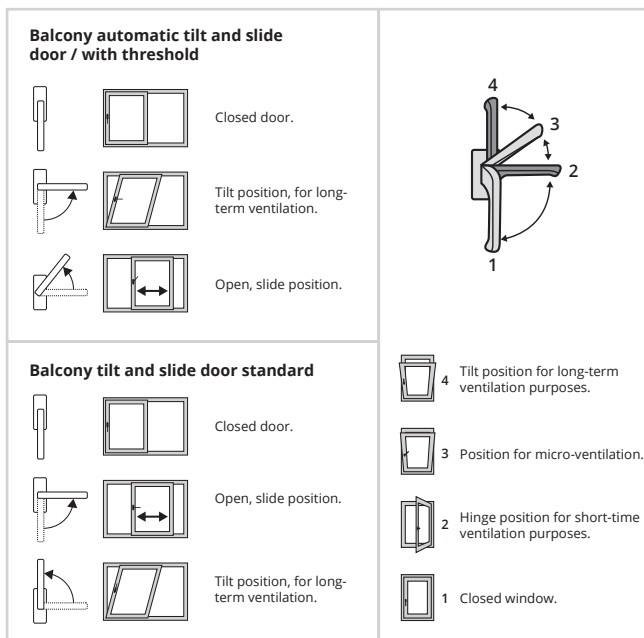
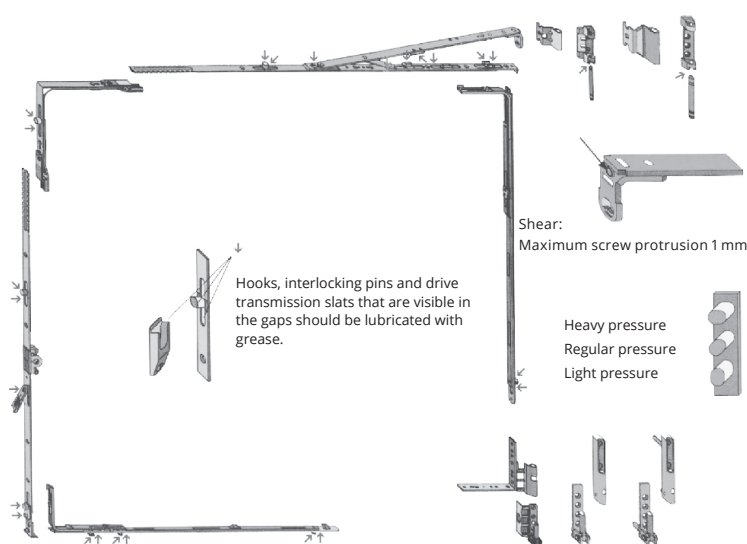
### ADDITIONAL REMARKS:

- protective film should be removed after the window has been assembled;
- cleaning products that cause scratches should not be used;
- windows should not be painted with paint or varnish; no other protective layers should be applied;
- all dirt on the window, especially rust, soot, mortar, and so on., should be immediately removed;
- windows and doors in their bottom outer part of the frame are equipped with drainage slots which under no circumstances may be built up;
- in order to maintain the reliable and smooth functioning of the fittings, moving parts of the lock should be greased at least once a year with the use of industrial petroleum jelly.

## USAGE, CARE AND MAINTENANCE INSTRUCTION

Maintenance of windows and balcony doors should be conducted at least once a year, to guarantee impeccable work. The following maintenance actions have to be performed:

- fittings elements that are responsible for safety should be regularly inspected, Proper fixing and wear should be controlled,
- all the moving parts must be lubricated or oiled,
- the cleaning and maintenance should be conducted by application of products that shall not affect the anti-corrosion coating of the envelope fittings.



Drutex S.A.

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