

VIKKING COMPOSITE DOOR WARRANTY CARD

Thank you for trust in composite doors manufactured by P.W. VIKKING KTS sp. z o.o. We assure you that we have made every effort to ensure that they will serve without failure for many years.

1. P.W. VIKKING KTS sp. z o. o. based in Biała Podlaska, hereinafter referred to as the Guarantor, ensures the highest quality of VIKKING composite doors, which are manufactured based on the following standards: PN EN 1530:2001; PN EN 1529:2001; PN-EN 1279-6; PN-EN 14351-1; PN--88/B-10085/A2+Az3 and based on individual orders – created for individual use.
2. The warranty does not exclude, limit or suspend the Buyer's rights arising from the provisions on the warranty for defects in the sold item in the case of a purchase made by a consumer within the meaning of the Act of May 30, 2014 on Consumer rights. In other cases, the Manufacturer's liability is excluded from warranty.
3. Regardless of requirements for the protection of consumer rights in connection with warranty for defects in goods and liability for non-conformity of goods with the subject of the contract - with this document, the Guarantor grants an extended warranty for the fault-free operation of the products listed below:
 - I. technical efficiency of door sashes and frames up to 25 years
 - II. technical efficiency of hinges, thresholds and lock catches up to 10 years
 - III. durability of paint up to 7 years
 - IV. technical efficiency of other door components = 2 years
- 3.1 The right to an extended warranty is conditional on the cumulative fulfillment of all the following conditions:
 - a) proper selection of the line, door model and its equipment, adequate to the operating conditions, as well as prior performance of all wet works in the facility and preparation of the door opening in accordance with the installation guidelines;
 - b) proper installation of doors according to the manufacturer's guidelines - by authorized installers, using a warm installation system, dedicated under-threshold profiles and anchoring, connectors and materials recommended by the manufacturer;
 - c) use of composite doors in accordance with their intended purpose;
 - d) performing periodic inspections, adjustments and maintenance according to the manufacturer's guidelines and documenting these activities on an ongoing basis by recording them in a table constituting an integral attachment to the warranty card;
 - e) ongoing removal of failures, which will protect against further damage;In the event of a product defect that is the subject of the Manufacturer's warranty liability, it should be reported urgently to the Seller (no later than 14 days from the date of the defect) and the product should be protected against further damage.
4. Mentioned in pt. 3 extended warranty periods are granted only for doors used in the individual residential construction segment.
- 4.1 In the event of sales of doors intended for use in facilities other than single-family residential buildings, doors being installed by unauthorized installers, or failure by the user to meet the requirements specified in pt. 3.1 - they are covered by a 2-year warranty period, counting from the date of purchase of the product by the customer, no later than 3 months from the date of door production. The date of purchase of the product is considered to be the date indicated on the customer's purchase invoice, confirmed in the product warranty card.
5. The Guarantor's liability under the warranty covers only defects resulting from reasons inherent in the sold product and when the following conditions are met:
 - a) the defect became apparent within the periods specified in point 3 or pts. 4;
 - b) the product was transported, stored, installed and maintained in accordance with the Manufacturer's guidelines, including the instructions attached to the product.
- 5.1 The Guarantor's liability under the warranty also covers defects resulting from incorrect installation of the door by the Guarantor.
6. Warranty terms and conditions for products destined for third markets are governed by a separate warranty document. A correctly completed warranty card is the only document confirming the right to extended warranty protection. The manufacturer does not issue duplicate guarantee cards.
7. This warranty does not cover the effects of damage to the products or their components resulting from reasons for which the Guarantor is not responsible, including:
 - a) incorrect door installation and its consequences, except for point 5.1;
 - b) defects or malfunctions resulting from reasons for which the Guarantor is not responsible: including failure to perform activities of standard operational maintenance of the product by the user, lack of periodic adjustments and maintenance of movable parts of locks, hardware and hinges; improper maintenance of the product, e.g. using inappropriate cleaning products, inappropriate protective tapes or mechanical or chemical product that may damage the door or its components;
 - c) damage resulting from improper use, inconsistent with the intended use of the product;
 - d) damage to the product, including paint (chipping, peeling, dullness) resulting from mechanical damage or failure to comply with the principles of proper door protection during construction works and use of the door;
 - e) consequences resulting from the use of non-original components and spare parts, the use of inappropriate paints or uncertified hardware;
 - f) temporary deformations of the wings caused by a significant temperature difference - caused by e.g. strong sunlight. Innovative technology ensures shape memory of composite wings, which return to their original parameters after the cause disappears. Temporary deformation of the leaf in a vertical line (on the inside of the chord) by up to 4 mm over a length of 2000 mm is in accordance with the industry standard and does not constitute a product defect;
 - g) deformation of the leaves due to the lack of locking of all lock bolts controlled by the cylinder or handle;
 - h) the action of abnormal external factors and the effects resulting from extraordinary events.
8. The warranty does not cover insignificant defects that do not affect the utility value of the product, including slight differences in the colors of individual components and differences in shades and color intensity of glass decorations and paint coatings of individual door elements:
 - a) VIKKING composite doors are painted with the highest quality varnishes using a unique technology that highlights the grain of noble wood and giving each door an individual, unique pattern and color. In the event of replacing a painted component during the period of use of the door - the Guarantor reserves the right to possible differences in the colors of individual elements of the door construction;
 - b) composite doors are resistant to weather conditions, however, for their long-term, failure-free operation, their internal mechanisms must be protected against water penetration and retention. A necessary requirement is to equip with a drip - shaping the corner of the lintel to a shape that drains water dripping from the facade beyond the outline of the door. In difficult climatic conditions, a roof should be used to protect the door assembly against rainwater accumulation. This requirement applies in particular to doors equipped with closers, radio controls, electronic installations, etc. Possibly the effects of damage to individual door elements resulting from neglect of the above requirements - may be subject to refusal of warranty protection by the Manufacturer.

9. Glass is solid part, has negligible internal stress, so it can be cut and mechanically processed. As a result of external factors, mechanical actions or thermal shock, glass may crack. This type of glass damage occurring after the date of release of the product from the Manufacturer's warehouse or during the use of glazing units is excluded from the manufacturer's warranty protection and cannot be the subject of a complaint. In locations and/or investments requiring increased glass resistance, we recommend using other solutions - including laminated or tempered glass, which are the subject of the Manufacturer's optional offer.

10. The warranty does not cover:

- a) features of glass and stained glazings that fall within the limits of industry standards: PN-EN 1279, 12543-6 and 1096-1
- b) slight, in accordance with industry standards - deviations of the surface of composite sashes caused by technological shrinkage of the PU foam in it;
- c) minor, within the industry standard - glass flaws allowed by the industry standard and features of stained glass decorations resulting from the conditions of the technologies used;
- d) minor defects in paint meeting the industry standard occurring on the product surfaces, e.g. craters, bubbles and inclusions in the form of single points, hairs, etc.
- e) damage to paint and door components caused by wet construction works in the facility;
- f) the Guarantor's liability for defects caused by mechanical or chemical damage to the door;
- g) product defects resulting from random events beyond the Guarantor's control.

Product assessments listed in pt. 10.a to 10.d - should be made with the naked eye, in natural lighting conditions, from a distance min. 200 cm, at a right angle to the product being assessed, for a period not longer than 30 seconds.

11. In case of modification or changing of the product by an unauthorized, as well as if additional elements that are not the subject of the Guarantor's offer are installed in the door, the Buyer loses the warranty rights.

12. The condition for accepting a complaint regarding non-compliance of the goods with the subject of the order or a visible defect of the product (see the guidelines in point 10) is to report it and at the same time refrain from assembly activities.

13. The warranty obliges the Guarantor to remove defects of the product covered by the warranty free of charge, provided that the Guarantor assesses and determines the method of removing the defect.

14. Procedure for complaints reporting:

a) reporting a complaint The Buyer should submit a complaint to the Seller of the product in writing or electronically, providing the reason for the complaint, precisely describing the type or symptoms of the defect and suggested expectations regarding how to remove the defect. An integral part of the application should be: no. purchase document, correctly completed warranty card and records of periodic inspections; The report must be accompanied by appropriate photographic documentation to the extent enabling preliminary verification of the validity of the complaint.

b) the condition for accepting a complaint is to provide proof of ownership of the product that is the subject of the complaint and is not burdened with claims from third parties.

c) The Manufacturer reserves the right to refuse to accept a complaint if the Seller does not assess the validity of the complaint, does not remove the reasons that are within its scope of responsibility (especially in terms of complementarity of the documentation) and does not demonstrate the validity of the complaint in relation to the Manufacturer for warranty protection.

d) providing the address of the installed door and the User's telephone number will speed up the implementation of the complaint procedure and agree on the most convenient date for the parties to verify and remove the defect.

15. The financial liability of the Guarantor is limited to the value and place of delivery of the sold product to the first Purchaser.

16. The Guarantor is obliged to express its position in writing immediately and no later than 14 days from the date of correct and complete complaint reporting.

If the claims are justified, the Manufacturer undertakes to repair/replace the defective product or component with another one free from defects. The Guarantor reserves the right to decide on the method of restoring the product to a condition consistent with its intended purpose.

17. Repair activities are confirmed by the Guarantor or an authorized service group in the warranty card detailing the activities performed.

18. If the Guarantor finds that in accordance with the provisions of point 7-11 of the warranty card, the product defect is not covered by the warranty or the conditions specified in the warranty card have not been met. The guarantor or the authorized service document this fact in the warranty card and provide a justification. Then, the repair can only be performed for a fee based on a separate order.

19. In the event of an unjustified report, the Applicant is obliged to refund the costs incurred by the Guarantor related to the unjustified report.

20. In the cases specified in point. 19, the Applicant is obliged to pay for the costs of service travel and repair of the product in the amount corresponding to the actual repair costs based on the invoice issued by the Guarantor.

21. In the event of replacing a defective product with a defect-free one, the Guarantor claims the right to demand from the Buyer payment of appropriate compensation for reducing the value of the complained product or component beyond its normal wear and tear - resulting from improper use or damage to the product to an extent other than that covered by the justified complaint. The requirement for accepting the complaint and implementing the procedure is the reporting all requirements necessary to proceed the complaint in relation to the Manufacturer regarding warranty rights.

22. Detailed procedures and a list of minimum documentation requirements - to be performed by: the Complainant and the Seller - are available in the manufacturer's service department (serwis@vikking.eu) and will be made available at the request of the authorized person. The manufacturer reserves the right to suspend the process of considering applications until full documentation confirming the validity of the warranty claim is provided. Changes to the warranty conditions must be made in writing under pain of invalidity.

23. In matters not covered by these warranty conditions, the provisions of the Civil Code and the Act on Competition and Consumer Protection will apply. The Guarantor undertakes to make every effort to resolve any disputes in compliance with the principles of business ethics.

24. The Guarantor undertakes to make every effort to resolve any disputes in compliance with the principles of business ethics. If the parties fail to reach a consensus, the court having jurisdiction over the seat of the Manufacturer will be competent to resolve the disputes.

