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Dear Customers,

Thank you very much for purchasing ALSANIT products. We hope their trouble free long-term use has proven that you made the right decision. All products we manufacture come with the manufacturer's marking, which is not subject to removal during the warranty period.

PWI ALSANIT Bolesław Hlebionek with registered office in Trzcianka (64-980) at No. 2 Wieleńska Street, hereafter referred to as the Guarantor, issues warranty on the terms mentioned below:

1. Warranty exclusively covers products with the Guarantor's marking. Warranty is only acknowledged if original parts supplied by the Guarantor are used, in accordance with their intended purpose and technology.
2. The Guarantor ensures durability and smooth operation of products, provided that they are mounted by persons authorized by the Guarantor, used in accordance with their purpose and where recommendations specified in the instruction and maintenance manual are applied. If the purchased products have been mounted by persons not authorized by the Guarantor, the warranty only covers defects inherent in the product manufactured by the Guarantor.
3. The warranty duration is regulated by the offer prepared by Guarantor, then accepted by the Customer
4. If the complaint is acknowledged during the warranty period, the Guarantor shall only replace defective components with free from defects. The replacement is made free of charge by employees authorized by the Guarantor. The warranty does not entitle free repairs where the defects or malfunctions are caused by inappropriate or improper use of the products, or where the user has personally taken actions to rectify the fault reported.
5. The disclosed defect should be reported directly to the Guarantor in writing or using the notification form on the Guarantor's website, not later than within 7 calendar days of its detection. The notification should include photographs documenting the product, which is the subject of the complaint.
6. The warranty does not cover:
 - a. damages that occur during transport, disclosed upon receipt, for which the Customer did not notify the Guarantor or carrier (damage protocol), as well as damages that occur as a result of harmful external factors beyond the Guarantor's control;
 - b. natural discolourations of panels that may arise during use, depending on the intensity of light on them.
 - c. natural wear and tear of the product;
 - d. defects and damages related to improper transportation, storage and assembly undertaken by the Customer;
 - e. defects resulting from wrong or improper use of products, including non-adherence to the rules described in the products' maintenance manual;
 - f. inaccuracies resulting from errors in the flatness of room walls (tilting, concavity and bulging of the walls);
 - g. damages arising from assembly of the products caused by employees of a building team not related to the Guarantor;
 - h. abrasion or accelerated wear and tear of the hinges caused by the lack of recommended lubrication and mounting of the door dirty hinges;
 - i. shower cabin curtains and hooks;
 - j. all damages resulting from mounting the product on walls made of cardboard-gypsum panels not covered with tiles
 - k. any mechanical, thermal and chemical damages caused by improper use, or arising as a result of vandalism
 - l. damages related to unfavourable climatic conditions inside the rooms, as well as arising due to faulty ventilation;
 - m. damages caused by faulty design of the building and above-normal movements of the building;
 - n. damages resulting from fortuitous events;
 - o. damages to doors and hinges caused by additional vertical strain;
 - p. damages resulting from the interference of unauthorized persons, in the form of alterations and repairs;
 - q. defects that are invisible after installation and that do not affect the product's utility value.
7. The Buyer loses the warranty rights in the event of:
 - a. non-compliance or non-adherence to the recommendations indicated in the products' maintenance manual,
 - b. repair carried out by unauthorized entities (other than those authorized by the Guarantor),
 - c. making any modifications in the products, by the Customer or other unauthorized entities without the Guarantor's consent,

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d. making modifications that reduces durability of the construction and connections made at the request of the Customer or other unauthorized entities,

e. use of the products in rooms not heated, half-open or in rooms with humidity exceeding 65%,

f. use of HPL's products in conditions of existing differences in humidity on both sides of the panel,

g. use of HPL's products in rooms with improper air circulation,

h. removing the Guarantors marking on the product,

i. installing paper containers or other similar objects on the wall of the cabin.

8. In situations where the reason for a reported defect is not as a result of actions which limit or invalidate the warranty, within 14 working days upon receipt of the notification of defects, a representative of both parties shall meet at the facility where the defect was disclosed.

After the meeting, a malfunction or defects protocol shall be prepared, and both parties shall agree on a date and method of removal of the defects.

9. In justified circumstances, the Guarantor and Warranty holder may refrain from the meeting and reach agreements by correspondence.

10. If the complaint is accepted, the Guarantor undertakes to remove the detected defect without undue delay, unless the products are made of materials specially imported for the Customer and have been used up to execute the order, in which case, the handling time of the complaint may be extended.

11. Guarantee rights do not cover the so-called substitute execution, i.e. at the expense and risk of the Guarantor.

12. In the case of unjustified complaints, all costs incurred shall be borne by the Claimant, unless parties agree otherwise.



ALSANIT

Twarzy przestrzeń

Appendix No. 1 to the Complaint

..... date

.....
(stamp of the Claimant)

**WARRANTY CLAIM APPLICATION
FORM**

PWI ALSANIT Bolesław Hlebionek
64-980 Trzcianka
No. 2 Wieleńska Street
Phone: 067 253-23-69

I. Date of the product, which is the subject of the complaint
Number of the certificate of sale (invoice) and date of sale:

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Product Description:

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II. The reason for the complaint (exact description of the defect, date defect was noticed, photos):

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I hereby lodge a complaint subject to warranty, on the product described above and declare that I wish to take advantage of my rights specified in the product Warranty document included in the sales document.
At the same time, I declare that I am familiar with the Warranty terms granted by PWI ALSANIT.

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Signature of the Warranty Claimant