

WARRANTY TERMS FOR EXTERIOR DOORS

1. Warranty periods:

- **Functional guarantee of 2 years**
- **2-year guarantee for surface treatment of wooden parts**
- **5-year guarantee against condensation inside glass unit**
- **2-year guarantee against permanent bending of door leaf**
- **5-years guarantee against rotting of doors**

2. Commencement of Warranty:

- The Warranty period starts from the moment the product is delivered to the buyer or when the document of product delivery and receipt is signed in project sales.

3. Conditions of Warranty Validity:

- The validity of warranty is subject to compliance with the product installation and maintenance manual. The necessary manual is included on the delivery of the products.
- Please check the products for any shortcoming prior to installation.

4. Coverage under Warranty:

- product finish and finishing materials
- product structural materials
- product shape constancy:
 - longitudinal distortion of door leaf is allowed at the rate of 2mm/meter
 - the difference between diagonals is allowed at the rate of 1mm/meter
 - ermissible curvature of the frame towards the wall: 3 mm per 1 m (or up to 6 mm per vertical frame for frames with a height of 20 M and 21 M)
 - Permissible curvature of the frame towards the side of the frame: 1.5 mm per 1 m (or up to 3 mm per vertical frame for frames with a height of 20 M and 21 M)
 - Factory-installed fittings

5. Exclusions from Warranty:

- Damages due to improper use, installation, or maintenance.
- Damage from incorrect storage or handling. For example, not dry space, too high temperature, careless handling, storage under direct sunlight.
- Natural product depreciation.
- Damage during use (cleaning marks, etc.).
- Mechanical damage during and after installation.
- Additional installation costs due to a damaged product.
- Additional costs incurred by the installation of a damaged product.
- Damage during transportation.
- Product alterations (planed, drilled, sawn, milled, painted etc.).
- Issues caused by customer-added fittings.

- Installation in unsuitable conditions (excessive moisture, temperature discrepancy etc.)
- Installation errors when the installation is not performed correctly after manual and installation descriptions accepted by Valge VN OÜ.
- Natural abnormality of materials (timber grain differences, prominent knots etc.) if finishing layer is well.
- Product unsuitability caused by aperture size alterations after product order confirmation or delivery.
- Errors due to building settings.
- Water condensation on the external surfaces of the glazing unit.
- Thermal disintegration of glass.
- Color changes for non-white doors not protected by an awning or not recessed in a niche. (awning/roof recommended in installation manual).
- Visual defects, incorrect accessories, dimensions, or other features notified after installation.
- No warranty against bending for doors wider than M12 (1190mm) and/or higher than M23 (2290mm).
- Bending and painting issues for doors painted in darker colors (RAL 7016 and up).
- For dark colors from RAL7016 and up, the term will be to evaluate the permanent bending. When receiving a claim of bending with these colors, we will demand the customer to follow up for 3 months and make a re-measuring after that period.
- Products for which 100% payment has not been received.

6. Claims and Remedies

- The buyer can demand repair, replacement, or discount for non-compliant products.
- The manufacturer will assess claims based on product value and nature of non-compliance.

7. GENERAL TERMS

7.1. Documents

- Each shipment includes installation, maintenance, warehousing, and quality control instructions.
- End customers must check for transport damages upon receipt.

7.2. Conditions of warehousing

- Products must be stored in dry conditions below +28°C, away from direct sunlight, on a flat horizontal pallet or rack.
- Proper storage instructions ensure product quality and minimize issues.

7.3. Notification of claims

- Claims must be notified using the standard reclamation form.
- Visual defects must be reported within 14 days of installation with accompanying pictures.
- Defective products must not be installed without manufacturer consent.
- Valge VN OÜ commits to responding to claims within 2 working days after receiving all required information.

Handling of claims

- Buyer handles end-client promptly; unsolved claims are escalated to Valge VN OÜ.
- Claims are processed according to standard procedures and within reasonable timeframes.