

WARRANTY



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1. ALUPROF'S WARRANTY

ALUPROF SA (the "Company") provides a warranty for the products available in its price list and guarantees that the Company's products meet all relevant technical requirements and standards. This warranty is valid from the date of receipt of ALUPROF SA products, confirmed by the Buyer on the delivery note.

2. SUBJECT MATTER, SCOPE AND DURATION OF THE WARRANTY

— POWDER-COATED PROFILES

1. The warranty period for adhesion of the powder coating applied with the use of powder in Qualicoat Class 1, which is a standard finish in ALUPROF SA's offer, is 15 years.
2. The warranty period for adhesion of the powder coating applied with the use of powder in Qualicoat Class 2 or 3, used for special orders, is 25 years.
3. The resistance of powder coatings to UV radiation, discolouration and loss of gloss is specified in the technical requirements of the Qualicoat Quality Mark available at www.qualicoat.net.

— PROFILES POWDER COATED IN DECORAL TECHNOLOGY

1. The warranty period for the adhesion of powder coating is 15 years.
2. The resistance of powder coating to discolouration and loss of gloss is specified in the technical requirements of the Qualideco Quality Mark available at www.qualicoat.net.

— ANODIZED PROFILES

The warranty period for anodized finish is 10 years. The warranty covers the conformity of the thickness of the anode layer, surface protection in terms of corrosion and filiform corrosion, colour resistance to changes excluding natural ageing and UV exposure.

— INSULATED PROFILES

1. The warranty period for the preservation of mechanical properties is 10 years.
2. The warranty period for the preservation of thermal insulation properties is 10 years.

— POWDER-COATED & ANODIZED SYSTEM FITTINGS

The warranty period for system fittings (hinges, locks, window fittings etc.) is 2 years.

— OTHER ACCESSORIES

1. The warranty period for rubber seals is 10 years.
2. The warranty period for tools for tools and presses for Aluprof systems is 3 years (excluding natural wear).
3. The warranty period for other accessories is 2 years.

3. HOW TO MAKE A CLAIM

1. Each defect that is subject to the warranty must be reported by the Buyer in writing to ALUPROF SA immediately after its discovery, to the following e-mail address: claims@grupakety.com
The claim must include information about the nature of the defects discovered, the testing method adopted and photographs of the defects or samples.
2. A prerequisite for considering the claim is to submit: the invoice for the purchase of products that are subject to the claim to enable identification of the assortment. The invoice need to be delivered to ALUPROF SA
3. ALUPROF SA shall investigate the claim within 10 working days from the date of receipt of the claim.

4. VALIDITY OF THIS WARRANTY

The warranty is valid provided that the following conditions are met:

1. Aluminium constructions have been fabricated of material purchased at ALUPROF SA by the fabricator or upon his order in a professional manner and in accordance with best production practices and guidelines included in ALUPROF SA system manuals and instructions available in the authorized zone at www.aluprof.com.
2. The rules on the transport, storage and installation of powder coated and anodized elements defined in the document Instruction of use and conservation of windows and doors available at www.aluprof.eu have been respected.
3. Fabricated constructions were professionally and regularly maintained using appropriate agents in accordance with given maintenance rules.
4. When submitting inquiries and/or placing orders with ALUPROF SA, the Buyer must inform ALUPROF SA that the powder coated and anodized constructions are installed near the coast line (less than 5 km or subject to local regulations) in an environment exposed to industrial emissions or in a place exposed to chemicals or moisture (swimming pools, laboratories, etc.) or to other factors affecting decorative surfaces. ALUPROF SA will then confirm the validity of this warranty.

It is the duty of the Buyer to prove that these requirements have been met.

5. DISCLAIMER

ALUPROF SA shall not be liable for any actions and costs resulting therefrom, undertaken by the Buyer without consulting ALUPROF SA and before obtaining ALUPROF SA's written approval. Any unauthorized actions may result in exclusion of the product from the warranty.

The warranty is invalid if:

1. Mechanical defects are found.
2. Surface damages are caused by:
 - intentional or unintentional human error,
 - non-compliance with treatment and maintenance rules,
 - erosion or typical "product ageing",
 - contact with chemicals.
3. Non-compliance with restrictions defined in technical approvals, system documentation, instructions and other relevant documents, such as, individual and building-specific approvals, national regulations, chemical compatibility of materials used and others).
4. Defects that are beyond reasonable control of ALUPROF SA:
 - natural disasters (hail, floods, earthquakes, volcanic eruptions, or other),
 - war, civil war, act of terrorism, etc.
 - fire, radiation, explosion or other external factors.
5. Damage caused by improper handling, storage, installation, use or maintenance of aluminium constructions.
6. Defects or aesthetic imperfections of the supplied materials, which have been communicated to the Buyer on the date of dispatch of the product from storage and which have been accepted by the Buyer for further use.
7. Differences in colour that could have been noticed and claimed prior to fabrication - cannot be subject to claim after the application.
8. Differences in colour due to specific materials or technology used.
9. Differences in cast comparing to the Customer's printed RAL colour chart.
10. Continuous impact of the temperature above 70°C on powder-coated surfaces.

11. Exposure the insulated profiles to a temperature of above 200°C.
12. Continuous immersion in water.
13. Damage caused by contact with materials that produce galvanic vapours (some metals e.g. copper, lead) or acids (some wood species e.g. oak, nut).

6. RULES OF TRANSPORTATION, STORAGE AND INSTALLATION OF POWDER COATED AND ANODIZED ELEMENTS

The rules for transport, storage and installation of powder coated and anodized elements are specified in the document Instruction of use and conservation of windows and doors, available at www.aluprof.com.

7. RULES OF CONSERVATION

The rules of conservation of coated and anodized elements, as well as constructions made with these elements have been listed in the document Instruction of use and conservation of windows and doors available at www.aluprof.com.

8. FINAL PROVISIONS AND PERSONAL DATA

1. In the case of ALUPROF determining that a claim is valid, ALUPROF SA, or an entity authorized by it, will proceed to remove the defect within a reasonable time. If the defect is impossible to remove, products will be replaced with new ones by ALUPROF, or an entity authorized by it, within a reasonable time and taking into account cost optimisation.
2. The removal of a defect or replacement of products with defect-free products covers only defects resulting from causes that have originated in the sold products.
3. ALUPROF SA is exempt from liability under this warranty if it turns out that the stated defects result from causes other than inherent in the sold products.
4. The Buyer loses the warranty rights if their aluminium constructions were not manufactured in accordance with ALUPROF SA manuals or were manufactured using non-system elements.
5. The provisions of the Polish Civil Code apply to matters not regulated herein.
6. Any disputes in connection with this warranty shall be referred to and finally resolved by the court having jurisdiction over the registered office of ALUPROF SA.
7. Issues related to the processing and protection of personal data of the Buyer who uses warranty rights are available at www.aluprof.com website at <https://aluprof.eu/en/company/rodo>.
8. In matters not covered by this warranty, the provisions of Polish law shall apply.

ALUPROF SA

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District Court in Bielsko-Biała, VIII Economic Department of National Court Register nr 0000106225

Share Capital 4 028 350 PLN

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