

## **WARRANTY**

1. Salag sp. z o.o. sp. k. with its head office in Suwałki (postal code 16-400) at Szafirowa 5, hereinafter referred to as the Warrantor provides a Quality Guarantee for the PVC decking system.
2. The warrantor provides a quality guarantee for a period of:
  - a. 3 years in terms of mechanical properties, cracks (excluding damages caused by wrong usage), deformations
  - b. 15 years in terms of rotting, decay and insect activity
3. The warranty does not apply to defects caused by:
  - a. third parties' actions resulting in damage;
  - b. the natural elements: storm, hail, flood, earthquake, fire, etc.;
  - c. improper transport;
  - d. incorrect assembly.
4. The warranty does not apply to:
  - a. Variations in the colours of different manufacturing batches;
  - b. Colour changes resulting from exposure of a given part of the boards to a permanent atmospheric factor such as: lightening, as well as colour changes resulting from the natural ageing process of the board;
  - c. Changes caused by polluted environment such as: acid rain, fungi, mould, lichen;
  - d. Cracks, deformations, damage caused by excessive loads or impacts;
  - e. Damage and changes resulting from normal use, i.e. scratches, stains from grease, acids, caustic agents, etc.;
  - f. Defects resulting from terrain movements on which the terrace is built;
  - g. Costs of installation, dismantling, storage are not covered by the warranty.
5. The guarantee is only valid when the decking is correctly installed, i.e. according to the installation instructions for the PVC decking board, using the designated fitting and finishing elements.
6. The guarantee is valid as of the date of purchase of the product.
7. The guarantee is provided on presentation of proof of purchase in the form of a receipt or VAT invoice.
8. Upon discovery of a defect, the buyer is obliged to submit a written complaint to the Guarantor, giving a description of the problem, no later than 14 days from its discovery.
9. The Warrantor reserves the right to verify the defect by means of an assessment based on a visual inspection at the installation site at a date agreed upon by the parties. In addition, the Warrantor may request additional clarifications necessary to evaluate the complaint, as well as request to send photographic documentation by e-mail or standard mail. A refusal to carry out the inspection, to send the documentation or to provide relevant explanatory information results in a refusal to accept the claim. The same effect as a refusal has the expiry of the 14-day period from the date of the request to send the photographs.

10. The warranty is processed within 14 days of submitting a complaint to the Warrantor.
11. The warrantor, after positive consideration of the complaint, is obliged to provide the buyer with a full-value, defect-free product within 21 days (delivery only in Poland). If it is not possible to provide the same product, guarantee its equivalent replacement product with identical properties (or refund the money - the equivalent value of goods sold – the warrantor's choosing).
12. If the claim is accepted, the buyer is obliged to prepare the returned product in such a way that it is ready for loading and safe transportation.
13. The warrantor reserves the right to close the production line of the product, as well as to modify it or change the range of colours.
14. The warrantor informs that the dimensions of the boards may vary from the declared dimensions as follows: thickness and width of the boards +/- 3 mm; length of the boards +/- 1.5% and that these differences are not product defects.
15. The warranty applies to the composite profiles installed in Poland.
16. The law applicable to the application of the provisions of the warranty terms of the products is the law commonly in force in the Republic of Poland.

Approved by: Management Board of Salag sp. z o.o. sp. k.