

1. General warranty conditions

- 1.1. The warranty period for your Product is two years. The warranty period begins as soon as the Product is delivered to the Buyer and all accompanying documents have been signed. Installation instructions must be strictly followed in order for the warranty to be valid. Any changes to the Product or parts thereof must be coordinated with the Seller in advance.
- 1.2. A warranty extension or a new warranty period are not granted by repairing or replacing a product within the warranty period. The warranty on replacements and repairs expires at the end of the warranty period.
- 1.3. A warranty incident can be defined as a fault in the structure of the Product or a defect in and/or missing component in which case the seller should be notified immediately of any deficiencies, but at the latest within five working days from the date of delivery of the goods. The complaint must be accompanied by one or more photos, a description of the deficiency, the order number (if applicable), and the serial number.
- 1.4. The Seller shall not be liable to the Buyer or any third parties for any additional damages resulting from the defective product. In case of doubt, the Seller reserves the right to process the case in a time period suitable for him and to involve experts of his choice in order to find out:
 - Is the product installed in accordance with the instructions provided,
 - Whether the warranty obligation is excluded under any of the circumstances listed under point 2.
- 1.5. Sellers may seek compensation if they incur costs in responding to an unjustified complaint from Buyers.

2. THE FOLLOWING IS NOT COVERED BY WARRANTY

- 2.1. Damage caused by improper storage after delivery to the Buyer (exposed to weather conditions, in contact with the ground, or in heated rooms) or damage caused during transportation and installation. In the event of damage during transport (if delivered to the Buyer's home or another address), it is the Buyer's responsibility to report it, which can be done before accepting the goods (i.e. before unloading them from the vehicle) by taking a photo, which the Seller will receive.
- 2.2. Errors made during installation:
 - During installation, the installation instructions were ignored;
 - While installing the Product, weather conditions (strong wind, snow, ice or rain) that could harm the Product were not considered;
 - Subframes are not square and level;
 - There is no moisture barrier between the foundation and the structure;
 - Wood preservative has not been applied to the entire Product immediately after installation, including the doors and windows, which should have been treated both sides (to prevent discolouration, bending, and expanding). When choosing wood preservatives, an expert/paint seller should be consulted;
 - In terms of ensuring the durability of the Product, it has not been sufficiently protected against weather conditions, e.g. by means of roofing covering strips and fastening strips, anchors, storm strips or other means, even if the listed accessories are not included in the Product set;
 - Not installing or incorrect installation of parts supplied with the Product (arches of the roof, chimney rubber, etc.).

2.3. Peculiarities of wood as a natural material:

- 2.3.1. Expanding, shrinking, differences in colour and twisting and bending of elements, none of which hamper the installation of the Product;
- 2.3.2. Intact/ingrown knots in elements of the Product which do not harm its stability;
- 2.3.3. Unplanned areas, dull areas or areas where knots have fallen out in roof or floor boards of the Product, if the boards can be installed so that these defects remain hidden after final finishing (e.g. by rotating the boards);
- 2.3.4. Small fissures or cracks in the Product, formed as a result of drying, which have not penetrated through and do not hamper the stability of the Product's structure;
- 2.3.5. Resin formation in elements of the Product;
- 2.3.6. Normal wear and tear of the Product (e.g. signs of wear on floor boards or the doorsill);
- 2.3.7. Glazed units/glass panes mechanically damaged, broken or thermally broken, after the initial use of the product
- 2.3.8. Natural phenomena (such as condensation);
- 2.3.9. Unforeseeable damage (e.g. vandalism, flooding, storms, tornadoes, etc.).

3. The following cases will result in the Buyer losing their warranty rights:

- 3.1. Following delivery and acceptance of the Product and in all cases before installation, the Buyer fails to verify quantity, completeness, and quality of the Product;
- 3.2. Defective elements have already been installed or painted, but the defect would have been obvious during inspection;
- 3.3. Incorrect or incomplete data is presented by the Buyer to the Seller regarding the Product or warranty incident, or documents proving the purchase are not provided