

WARRANTY TERMS AND CONDITIONS

Trade, Service and Production Company "Blachodach" Janusz and Bartosz Bochnak Spółka Jawna (english General Partnership) with its registered office in Tarnów, which has been entered to the National Court Register (KRS) managed by the District Court for Kraków-Śródmieście in Kraków under the number 0000083531, hereinafter referred to as the Guarantor, hereby guarantees the Buyer that in terms of aesthetics and technical aspects, products made of metal sheets coated with organic coatings, in particular roofing sheets, standing seam roofing sheets, trapezoidal roofing sheets, used for external roofing and external walls of buildings meet the following conditions.

The technical warranty covers perforation corrosion, i.e. the occurrence of a hole in the smooth surface of the Product. The technical warranty is granted for a period of:

40 years for sheets DELUXE

25 years for sheets SUPER PLUS

20 years for sheets SUPER

10 years for sheets STANDARD

Including a 15 year guarantee covering the delamination of coatings for the DELUXE group, 15 years for the SUPER PLUS and SUPER groups and 5 years for the STANDARD group.

Warranty terms and conditions:

1. The warranty is valid on the territory of the Moldova, and with the consent of the Guarantor also on the territory of countries with similar climate conditions.
2. This warranty does not exclude or replace the rights of consumers arising from statutory provisions in force, but is complementary to them. The consumer shall choose on what basis he or she requests a complaint to be processed (by warranty or guarantee).
3. For the purposes of this warranty, the following terms are introduced :
 - a) perforation - refers to rusting or any other damage to the steel core "through and through" caused by a product defect resulting in leakage in a properly installed roof covering;
 - b) delamination of the coating - means clearly visible cracks in the protective coat of paint that cause peeling or delamination of the coating from the steel core of the roof covering;
4. A defect that is subject to removal under this warranty shall be understood as damage to the surface of the roof covering resulting from the Guarantor's fault consisting in damage to its perforation or peeling of the coat of paint.
5. The warranty covers only those products for which individual Guarantor's guarantee penalties have been issued.
6. The product has been purchased directly or indirectly (commercial points) from the Guarantor
7. The product has been installed and is used under regular environmental conditions. The Product is not subject to the warranty if it has been installed and is used in highly corrosive environments, with high UV radiation or in other harmful environmental conditions such as marine and mountain environments or in case of permanent contact with water, rusted objects, chemicals, copper, ash, cement, dust, soot, algae or fertilisers. This warranty does not cover damage resulting from the permanent exposure to high temperatures - above 60°C, natural or environmental disasters and extraordinary levels of pollution, fire, unfortunate accidents or radiation.
8. If the Product is used as an external roof covering, it is necessary to allow free drainage of water from the surface of the Product. The minimum roof pitch must be 10° for trapezoidal sheets and standing seam sheets and 15° for steel sheet tiles.
9. The Product was installed in accordance with European Union standards, the building practice, installation manual and recommendations of the Guarantor, not later than within 3

months from the date of purchase.

10. Transport, unloading and storage of the Product was performed in accordance with the Guarantor's instructions attached to the purchase invoice, and installation of the Product was performed in accordance with its intended use, as well as with the Guarantor's instructions and recommendations. The installation instructions can be found on the website in the "To Download" section.

11. All roof flashings, ridge tiles, snow stops required for proper installation of the Product or the flat sheet from which the flashings were manufactured were purchased directly or indirectly from the Guarantor, i.e. from the Trade, Service and Production Company "Blachodach" Janusz and Bartosz Bochnak Spółka Jawna with its registered office in Tarnów.

12. The warranty is valid under the condition of service and maintenance of the roof covering by the owner. To prevent the accumulation of pollutants that may negatively affect the appearance of the roof covering surface, it is recommended to enable natural cleaning process by precipitation. Regardless of the natural cleaning process of the roof covering surface, it is necessary to clean the roof with water using PH-neutral cleaning agents at least once every 2 years. Performed roof maintenance (washing with water and detergents) should be reported on the received warranty card section and should have documentation.

13. The warranty is valid if the occurring damage is exclusively the result of a defect in the quality of the Product and does not result from normal use. In case of identifying any local corrosion spots, these spots will be immediately protected with a layer of protective paint by the person authorized with the warranty.

14. The warranty shall apply when the claimed part constitutes at least 5% of the total area of the purchased Product.

15. The warranty does not cover the inner side of the sheet, for technical and technological reasons.

16. The warranty covers significant and irregular colour changes only from the standard range of colours available at the time of purchase and conditions in which exposure to atmospheric conditions, such as sunlight, is evenly divided over the entire surface of the Product. The warranty does not cover changes concerning gloss, changes in colour shade and intensity, dust and soot stains and atmospheric stains. Aesthetic values are assessed after cleaning the Product with water. It is permissible for shades to get old as a result of external conditions.

17. The permitted working temperature for sheet flashing must not be lower than +10°C for machining and +5°C for hand machining.

18. All cut edges must be properly protected with a colourless lacquer or lacquer in the colour of the Product. The warranty does not cover corrosion and minor delamination of the cut edges (including factory-made cuts).

19. The warranty does not cover the Product processed by the Buyer.

20. The warranty does not cover defects caused as a result of:

- a. mechanical reasons, excluding normal water and snow load;
- b. cutting the Product with unsuitable tools, i.e. an angle grinder with a cutting disc or other device generating heat;
- c. chemical reactions occurring between the Product and other structural components;
- d. corrosion related to cut edges of sheets where the metallic core is directly exposed to atmospheric factors;
- e. corrosion resulting from contact of the sheet with highly aggressive substances (adhesive mortars, waterproofing agents, detergents, etc.);
- f. transport, storage, translocation on site or assembly;
- g. evenly changes of the gloss, shade, colour intensity or appearance of the coating due to dust, soot or atmospheric factors as well as natural ageing of the product;

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- h. the use of bolts, screws, nails and other links, roof safety products, roof windows, chimneys, ventilation ducts and other types of roof passages;
 - i. inadequately sealed and/or constructed ridge tiles, wind chests, roof valleys, overlapping of roof sheets, which cause the prohibited flow of water and/or other impurities to the rear side of the Product;
 - j. inappropriate conservation or maintenance of the Product, e.g. no cleaning of the surface of the Product from accumulated impurities or waste, as well as any other conscious activity, negligence or inappropriate use;
 - k. defects that have occurred for reasons beyond the Guarantor's control, such as hailstorms, high level of pollution, fire, flood;
 - l. corrosion and minor delamination on cut edges (including factory-made cut edges) if they have not been protected with mortar lacquer. It is so-called cut edge corrosion process.
 - m. repainting the Product;
 - n. using to the Product substances which are not recommended by industry standards.

21. A necessary condition for the use of the warranty is the submission by the Buyer of the form "Registration of purchase", available on the website of the manufacturer, within 14 days from the date of completion of installation, no later than 3 months from the date of purchase.

22. The Buyer is obliged to submit the form to the Guarantor's headquarters, send it by e-mail or registered mail with acknowledgment of receipt to the address: Firma Handlowo Usługowo Produkcyjna "Blachodach" Janusz and Bartosz Bochnak Spółka Jawna, Św. Trójcy 3, 33-100 Tarnów, and keep during the warranty period proof of sending with a copy of the form "Registration of purchase", proof of purchase. Failure of any of the above documents or improper completion thereof shall be grounds for the Guarantor to refuse claims under this guarantee.

23. Within 30 days from the date of reporting the complaint, the Guarantor shall inform the Customer in writing about their decision.

24. The Guarantor reserves the right to check the defective Product at the place where it was installed and to eliminate the defects found by painting, replacing the defective Product or parts thereof with a defect-free Product, or returning the price of the defective Product, according to the Guarantor's decision. The above compensation actions shall be taken within the scope of the Guarantor's product offer available during the execution of the particular action, which may result in colour differences in comparison with the original Product.

25. The Guarantor's responsibility arising from this warranty is limited to expenses of a defective Product or a part of it. Any costs of replacing the Product are expressly excluded from the Guarantor's liability.

26. Such responsibilities are not covered with the warranty: for any indirect or consequential loss or damage, including damage to a building or its contents, breaks in running business, loss of usefulness, damage to possessions incurred by the Buyer in connection with a defect of the Product. Repair or replacement of the Product for a defect-free one shall not extend the term of the original warranty.

27. This warranty is governed by Polish law and shall be interpreted in accordance with that law.

The warranty without the number and seller's signature is void!!!!

To make any warranty claims, it is necessary to retain the PURCHASE DOCUMENT (Invoice), WARRANTY CARD. Lack of any of the above mentioned documents or their incorrect completion shall constitute the basis for rejecting the claims covered with this warranty by the Guarantor.

II. COMPLAINT PROCEDURE

1. Warranty claims should be submitted to the Guarantor in writing using the "Claim Report Card" located on the manufacturer's website in the " To Download" section, within fourteen (14) days from the date on which the defect was or should have been noticed, and no later than before the expiry of the warranty duration period. The claim report card must be filled in legibly and all fields completed, and the description of the defect must include the date on which the defect was initially identified.
2. The claim report should contain: a detailed description of the defect, the date on which the defect was noticed and the date and place of installation of the claimed Product, and an indication of the company which performed the installation.
3. The Product's purchase receipt and photographs showing the defect must be sent along with the claim report.
4. The claim report shall not be considered if the documents are not attached to the complaint.
5. Within 14 (fourteen) days from the date of proper notification of the complaint, the Guarantor has the right to perform a visit at the place of installation of the system, and will inform about that fact the person submitting the complaint.
6. The person submitting a complaint is obliged to allow the Guarantor access to the claimed elements of the system within the period indicated by the Guarantor.
7. The Guarantor's representative person shall go on site of installation of the system, where in the presence of the Customer they shall write a complaint protocol.
8. The complaint protocol is forwarded at the expense of the Guarantor to the registered office of the Guarantor in order to process the complaint.
9. Within 30 (in words: thirty) days from the date of forwarding the complaint protocol to the Guarantor, the Guarantor shall process the complaint and inform the Client whether they accept or reject the reported Client's complaint.

III. Final Provisions

1. Subject to the mandatory provisions of law concerning the purchasers who are natural persons, who purchase the Products for purposes not related to professional or economic activity, any disputes between the purchaser and the Guarantor shall be settled by the common court in Tarnów.
2. To all matters not settled in this Warranty, the provisions of Polish civil law shall apply.
3. Subject to the conditions of the aforementioned Warranty, the warranty shall apply to products sold after 1 April 2016.

PURCHASE REGISTRATION

1. The Buyer's data

Name and Surname:
Address of residence:
Address of correspondence:
Installation site address:
Email address or mobile phone number:

2. Seller's / distributor's data.

Name:
Address:

3. Product details.

Profil	Color
Quantity: (unit of measure me	No of Specification:
Manufacturer's invoice	
Seller's invoice number:	

4. The Contractor's data.

Name and Surname (company) address or company stamp:	Installation Date:
	Contractor's signature:

5. Signature.

I declare that I am acquainted with the warranty terms and conditions, as well as with the instructions concerning the transport, storage and machining and maintenance of sheets.

NOTES:

1. To receive the Warranty Printout, it is necessary to fill in all the above-mentioned fields and send it back to the company's registered office address.
2. The Warranty Printout shall be sent to the correspondence address indicated by the BUYER in point 1.