

## GENERAL TERMS AND CONDITIONS OF SALE of "VEYNA" - WEYNA I S-KA SPÓŁKA JAWNA

### I. General Provisions and Definitions

1. These General Terms and Conditions of Sale (hereinafter referred to as GTCS) form an integral part of an agreement concluded by "VEYNA" - WEYNA I S-KA SPÓŁKA JAWNA with its registered office in Toruń as a Seller/Supplier with a Buyer. Regardless of the mode of concluding the agreement, GTC shall apply to all sales/supply agreements concluded since 01/10/2019.
2. Terms used in GTC (meaning):
  - a. Seller/Supplier – "VEYNA" - WEYNA I S-KA SPÓŁKA JAWNA with its registered office in Toruń,
  - b. Buyer or Customer – an entity being the other party to the Sales Agreement,
  - c. Parties – Seller and Buyer,
  - d. Guarantor – an entity granting the guarantee under the guarantee statement made,
  - e. Freight Forwarder – a legal or a natural person (entrepreneur), whose operation aim at organising transport of loads,
  - f. Agreement - an individual sales/supply agreement,
  - g. General Terms and Conditions of Sale or GTCS – these General Terms and Conditions of Sale of "VEYNA" -WEYNA I S-KA SPÓŁKA JAWNA,
  - h. Order – an order sent by the Buyer to the Seller,
  - i. Order Confirmation – a confirmation that the Seller accepts the Order placed by the Buyer, and terms and conditions of its performance,
  - j. Goods – a commercial commodity(ies) being a subject matter of the sales/supply agreement with the Customer,
  - k. COA – confirmation of order acceptance.
3. Any arrangements made solely in an oral form, concerning a guarantee for door fillings, the product range, or framework agreements, between Veyna Employees and the Buyer shall not be binding for the Parties.
4. Conclusion of a separate sales agreement, framework agreement, or arrangement, may exclude the application of these GTCS, but only to the extent governed by a given agreement. If such

changes are not agreed in the above documents, the General Terms and Conditions of Sale shall apply.

## **II. Agreement and its provisions**

1. Provisions of the agreement, i.e. price, discount, payment date, date, place for collection or delivery, shall result from arrangements included in the sales agreement.
2. The Buyer shall place an order with the Seller by email. After receiving the order from the Buyer, the confirmation of order acceptance (COA) shall also be sent to the Buyer by email. After receiving a confirmation that the order shall be performed, the Buyer cannot cancel the transaction, unless the Seller agrees to that in writing. If the terms and conditions of sales included in the order are amended, they shall be accepted by the Buyer also by e-mail.
3. The Buyer shall be obliged to verify the order confirmation for its consistence with the order sent. In particular, the quantities of individual items, colour, material conformance, dimensions (height x width x thickness), glazing type, and delivery date. If any deviations are found in this respect, the Buyer should notify then within 12 hours of the date of sending COA. If no deviations are notified within that period, the confirmation of order acceptance shall be deemed accepted without reservations. Information included in such confirmation shall be considered binding for terms and conditions of the order performance, and any future complaints in that respect shall not be accepted.
4. Prices specified by the Seller shall be net prices, to which the currently applicable VAT, at the rate of 23%, shall be added.
5. The Seller shall not be obliged to agree to a delayed payment date or granting of a credit limit. The Seller can request a 100 % prepayment before starting to perform the order. Terms and conditions of the delayed payment date shall result from individual arrangements between the Seller and the Buyer.
6. If the prepayment is not made before starting the order performance, or if the agreed part of the value of a given order is not paid, the Seller reserves a right to terminate the agreement in whole or in part, without an additional request.
7. The Seller specifies that the title to the sold goods passes onto the Buyer only at the moment at which they pay the entire price to the Seller.

### III. Terms and conditions of delivery, goods collection, and defects and complaints concerning products.

1. Veyna – Weyna i S-ka Spółka Jawna has its own pool of transport vehicles or uses services of external freight companies. The destination of the deliver shall be understood as the address specified in the order form in the *Address of delivery* box. Terms and conditions of the delivery concern deliveries within the territory of the Republic of Poland. Deliveries abroad shall be agreed individually.

2. The delivery date number specifies a relevant week and its 1st or 2nd half:

1st half – shall mean a delivery on Monday or Tuesday,

2nd half – shall mean a delivery on Wednesday, Thursday, or Friday.

If the Buyer wishes the Goods to be delivered to them at a date earlier or later than specified in the confirmation of the order acceptance, the Buyer can be charged with costs of delivery at a rate agreed individually by email or in writing.

3. The Seller can cancel the agreed delivery date if:

- a) order parameters are changed due to the Buyer's request,
- b) delays in delivery or service performance occur, resulting from changes in delivery dates of Veyna – Weyna i S-ka service providers. I.e.: performance of services related to laminating metal sheets with decorative films, coating of aluminium for wood-like finishes, production of handles etc.,
- c) delays in delivery or service performance occur for reasons attributable to the Buyer or their Subcontractor,
- d) a Force Majeure event occurs, i.e. natural catastrophes, fires, hurricanes, floods, etc.,
- e) forced production stoppage or a delay in delivery performance occurs on the request of National Agencies,
- f) the Buyer is in default with performance of their financial obligations, g) the Parties agree so in writing.

Concerning the above items, the Seller shall maintain the right to adjust the agreed price, on the basis of the additional costs incurred.

4. If the delivery is delayed for reasons attributable to the Seller, they shall be obliged to immediately notify the Buyer about the foreseen new delivery date and reasons of the delay.

5. The Parties agree that the costs of goods loading for transport shall be on the Sellers side, while the Buyer shall bear the costs of their unloading, regardless of who covers the costs of transport.
6. Goods shall be picked from the Seller's warehouse at the Buyer's cost. Goods shall be issued between 8:00 and 14:00.
7. At the moment of issuing the goods to the Buyer, the risk of their loss or damage shall be transferred from the Seller onto the Buyer.
8. At the moment of receiving the goods, the Buyer shall be obliged to inspect the products for quantity and conformance with the technical specification included in the order. Furthermore, the Buyer should check the products for visible visual defects or damages. After inspecting the goods, the Buyer should confirm their acceptance. The written confirmation shall be understood as finding that specified parameters conform to the order and that the product is free of visual defects. The Buyer cannot be relieved of their duties specified in this section of GTCS and of consequences of the Buyer's failure to observe them. People performing the acceptance inspection of goods for the Buyer must hold an authorisation to perform these activities in the name and on behalf of the Buyer.
9. The Buyer shall notify material defects in goods (lodge a complaint) immediately after discovering them. If defects in goods are noticed during their delivery, this should be notified to the driver delivering goods and described in the Goods Delivery Notes. The Buyer shall be obliged to notify to the Seller hidden defects that cannot be found during the delivery immediately (no later than within 24 hours of their discovery), or shall lose their rights related to goods defects, including warranty rights.
10. All complaints must be sent in writing, in the company complaint form. In particular, all information enabling efficient identification of goods under complaint and their delivery need to be provided. The complaint notification needs to be sent to [reklamacje@veyna.pl](mailto:reklamacje@veyna.pl). All notifications by telephone should be confirmed by email, in accordance with these terms and conditions of lodging a complaint.
11. To initiate a complaint procedure, a correctly completed complaint form, a Goods Delivery Note, a purchase invoice, and photographs showing the defect are required. The complaint shall be handled only after the complete set of the documents is delivered.

12. The Buyer undertakes to make the defective goods available to the Seller for inspection on each request of the Seller. If the goods were processed or subjected to other manufacturing operations, the Seller's liability for defects in goods shall expire.
13. If in the Seller's opinion, a technical expert analysis is required to confirm the defects, the Buyer must make goods available for this purpose. The Seller shall provide their opinion concerning the goods defects after they receive the required technical opinion.
14. The Seller's position on the complaint shall be provided after the Seller verifies the batch of goods under complaint. The reply to the complaint shall be sent in writing.  
If the complaint is justified, the Seller shall accept the return of the defective goods, and repairs them or replaces (with goods of required quality) at their expense. If the goods are returned, the Buyer should pack the goods in their original packaging and secure it appropriately for transport.
15. The initiation of complaint proceedings shall not relieve the Buyer from their obligation to pay the price of the issued Goods.
16. Company Veyna - the Manufacturer - reserves a right to a period of 90 days for servicing (repair) of a panel under complaint if that panel serves only an aesthetic, and not functional role.

#### **IV. Delays in payment and issuing of goods. Liability for goods.**

1. If the Buyer is in default with payment of a whole or a part of the sales price, the Seller shall be entitled to suspend performance of all concluded agreements, refuse to issue finished goods and block performance of subsequent orders. All these measures shall remain in force until the Buyer pays all required requirements with statutory interests. If the Buyer is in default with payments for more than 30 calendar days, the Seller shall be entitled to terminate any agreement between the parties without specifying an additional date for performance. The Seller shall not be held responsible for any damages or financial losses resulting from this.
2. The Seller can charge a contractual penalty to the Buyer in the amount of 1% of the gross value of the goods not collected for each day of delay.
3. If the delay in goods collection exceeds 30 days, the Seller can terminate the agreement and charge a contractual penalty to the Buyer in the amount of 30% of the gross value of the goods ordered.

4. If the Buyer is in default with payments, the Seller shall send a written request for payment to the Buyer. When the Buyer receives a request for payment, they should cover all overdue payments within 7 days of the date of receiving the said request. If the payments are not settled, all other payments due from the Buyer to the Seller shall mature immediately (the initial payment date shall cease to apply, invoices that have not become due yet shall also become mature).
5. If the order was to be paid for in advance, or if the Buyer was to make an advance payment before the beginning of the order performance, the Buyer's failure to pay the amounts due shall entitle the Seller terminate the Agreement in whole or in part without an additional request for payment.

### **General Guarantee Terms and Conditions**

#### **I. The guarantee shall be granted if the following conditions are met:**

1. The guaranty period shall be counted from the sales date specified in the purchase invoice issued by the Manufacturer, and shall cover 7 years (2 years for fillings covered by the special offer: EK-X1, EK-X2, EK-X3, EK-X4, models using sinter quartz / stone veneer, natural wood, and the Lacobel Line).
2. Guarantee rights can be exercised by the Buyer after all payments due to the Manufacturer have been effected.
3. All visual defects must be notified during the acceptance (in a Goods Delivery Note) – if they are not notified in the acceptance report, this shall be understood as a full acceptance of the product.
4. The Manufacturer shall be obliged to handle a complaint within 14 days of receiving it. When it is necessary to perform a complex repair, the Manufacturer reserves a right to extend a deadline for repair.
5. If the complaint is accepted, the Manufacturer shall perform their obligations within a deadline specific for the manufacturing process in one of the following ways:
  - a) removal (repair) of hidden defects,
  - b) replacement of the product for the one free of defects. Then the Buyer shall be obliged to return to the Manufacturer the filling under complaint within 2 months.

6. If the complaint is unjustified (e.g. faults are not considered to be covered by the guarantee), the Manufacturer/Seller shall have a right to charge to the Buyer costs of a return business trip for their employee from the company registered office to the site where the complaint is handled.
7. The Manufacturer shall be obliged to handle the complaint under the guarantee only when the Buyer provides:
  - a) a legible and correctly completed notification of complaint,
  - b) a valid proof of purchase with a date of sale,
  - c) a copy of the goods acceptance report or a Goods Delivery Note,
  - d) photographic documentation.
8. The guarantee shall cover:
  - a) hidden, material and workmanship defects that could not have been noticed at purchase,
  - b) correct and permanent connections between all components and their reliable functioning,
  - c) delamination of glazing units and penetration of air or moisture inside,
  - d) defects resulting from damage occurring in transport performed by the Seller.
9. The Seller shall not provide guarantee concerning products that are not manufactured by the Seller, and in particular, handles, knockers, letter plates, and peepholes. Auxiliary components shall be covered by separate guarantees, under terms and conditions provided in the guarantee document issued by the Manufacturer.
10. Avoid dark colours when selecting fillings for outer aluminium, HPL, or PVC doors that shall be exposed to the direct sunlight. There is a risk of material warping and impairment in the entire door function and tightness. In such cases, a canopy is required.

## **II. Exclusions and limitations**

1. This guarantee shall not cover:
  - a) defects that are invisible after installation and which do not affect the value in use,
  - b) defects resulting from the use in manufacturing of fillings made of material entrusted by a customer,

- c) scratching of product coating after its acceptance,
  - d) cracking and./or scratching of window panes after their acceptance,
  - e) damage occurring during storage or warehousing by the Buyer,
  - f) damage resulting from incorrect installation, freezing, water precipitation, and consequences of these situations associated with incorrect climate conditions indoors,
  - g) damage caused by incorrect operation or maintenance of the products,
  - h) damage resulting from accidents and natural catastrophes, such as a fire, strong wind, vandalism, flood, and similar,
  - i) damage caused by repairs performed by unauthorised people,
  - j) construction of a product “customised according to the customer request” not conforming to the Manufacturer’s technological processes.
2. If the Buyer installs overlay panels themselves, VEYNA shall not be held liable for an incorrect process of door leaf gluing.
  3. The Manufacturer shall not be held responsible for incorrect values provided for filling dimensions.
  4. Guarantee rights shall not cover the Buyer’s rights to claim reimbursement of profit lost due to the product repair.
  5. The Manufacturer shall not be held liable for any potential infringement of the registered model or patent rights in the case of orders executed to the customer’s design. The Customer shall be held responsible for the above.
  6. Note: overlay panels of dimensions exceeding 1250x2500 mm shall be covered by the guarantee only when they meet the requirements of a manufacturer of a given door system for the maximum size and weight.
  7. The Buyer shall lose all guarantee rights if any product modifications, interferences in the product by unauthorised persons, or any attempts at the repair of the product by unauthorised persons are found.

### **III. Transport**

1. Shipment:



- a) the guarantee shall not cover defects resulting from damage made in transport performed by the Freight Forwarder,
- b) if the goods are delivered by the Freight Forwarder, the Buyer shall be obliged to unpack the goods immediately and inspect its condition,
- c) if the Freight Forwarder delivers damaged goods, the Buyer shall be obliged to immediately fill in a complaint form of a given Freight Forwarder. Otherwise, the Buyer shall lose their right to lodge a complaint.

2. Other:

- a) panels should be transported by vehicles protecting goods against weather conditions,
- b) door fillings should be transported and stored in a vertical or horizontal position, set on their edge,
- c) panels should be transported in the Manufacturer's packaging (carton box or plastic film, with corner protections),
- d) panels should be secured against unintended movement in transport.

**IV. Landfilling**

- a) panels should be stored in roofed, well-aired, and dry rooms, not humid, at temperatures above zero and the air humidity not exceeding values specified for their use (55–60%),
- b) in no case should the panels be stored in building shells, or humid cellars or garages,
- c) a place where panels are stored should not expose them to soaking, high temperatures, chemicals, impossible to remove contaminations, and similar,
- b) door fillings should be stored in a vertical or horizontal position, set on their edge on levelled paved and smooth surface, If the surface is not paved, the fillings should be placed on sleepers that are at least 15 cm high, placed parallel to each other,

- e) panels can also lean against a wall or any other vertical partition. They need to be stable in this position,
- f) panels should not be exposed to mechanical damage caused by falling down, being hit by a heavy object, and similar impacts,
- g) panels cannot be stored in aisles and at a distance less than one meter from working heating equipment.

#### **V. Generally accepted tolerances resulting from the production process, deviations concerning the colour and shape.**

1. The Manufacturer specifies the following acceptable tolerances for dimensions of panels, sandwich panels and XPS foams:
  - a) panel thickness tolerance  $\pm 1$  mm,
  - b) for panels of standard dimensions, as well as for orders concerning cutting to the specified dimension, the acceptable deviation for width, height, and flatness shall be  $\pm 2$  mm,
  - c) tolerance for flatness shall be up to 3 mm.
2. Door panels are made of aluminium, PVC, and wood-like materials. These materials are particularly susceptible to fluctuations in humidity and temperature, and especially to their excessive values. Therefore, temporary deformations of products may occur, caused by fluctuating humidity, temperature, or their excessive values. In such cases, the deformation cannot form a basis for a complaint.
3. Minor deviations resulting from the production process, concerning colour, form, dimensions, flatness, and workmanship, shall not be considered faults if they are within limits specified by suppliers of components. Models, catalogues and other advertising materials shall only be considered as a general description of the product. Data included in them shall not be binding and is provided for illustrative purposes only.
4. We inform hereby that the use of a transparent pane in panels makes the joints used visible. Ordering of fillings configured this way shall be understood as the acceptance of aesthetics of joints in a given product and cannot form a basis for a complaint.

#### **VI. HPL material**

1. Panels made of HPL should be cleaned with solvent-free and non-abrasive agents.
2. Component discolourations, deformations and damages caused by material swelling may result from its exposure to continuous excessive air humidity. Such defects shall not be accepted in the complaint process.
3. It is forbidden to expose the product to a continuous contact with water, direct sunlight, and an environment with high humidity.
4. The guarantor shall not be held liable for defects/damages resulting from effects of external agents, and related in particular with:
  - a) the use of the products contrary to their intended use,
  - b) hitting by foreign bodies, a fire, flooding, or any other incident,
  - c) flooding products with a liquid (chemically active solutions, e.g. acids or dyes, can be particularly dangerous),
  - d) product repairs or modifications by the Customer themselves,
  - e) mechanical damage to the products (e.g. scratching, burning, cutting, etc.),
  - f) air pollution (including metal oxides or metal particles), mould, exposure to aggressive chemicals,
  - g) failure to follow the operating manual,
  - h) natural wear of the product during its operation, including natural changes in the colour occurring with time,
  - i) defective functioning of the product resulting from damages caused by accidents beyond the Guarantor's control and conditions of operation, e.g. caused by a fire, flood, break-in, etc.
5. Door fillings made of HPL are particularly susceptible to humidity and temperature fluctuations, therefore temporary deformations of the product may occur. In such cases, the deformation cannot form a basis for a complaint.
6. Changes in the product volume caused by swelling of wood fibres caused by factors mentioned in section 5 shall not be considered panel defects.
7. Wood-like components may differ in colour shades and grain structure, and this results from their properties and the production process.

8. Decorative films may slightly differ from presented patterns, and this results from technological properties and the size of a sample shown in the pattern, which does not fully reflect the appearance of the finished product.
9. HPL borders may differ in structure and slightly in their shade from laminated surfaces used for manufacturing of the products, and this results from the technologies used by the manufacturer.

## VII. PVC material

1. PVC panels should be cleaned with solvent-free and non-abrasive agents. 2. This guarantee shall not cover:
  - a) defects resulting from the user's omission to perform activities associated with normal operation of the joinery, in particular, its maintenance, cleaning, and adjustments,
  - b) defects resulting from exposure to external factors, and in particular, mechanical damage and damage caused by chemical agents,
  - c) changes in the surface colour resulting from the ageing process, in accordance with PN-EN 12608 M,
  - d) damage caused by the use of cleaning agents or adhesive tapes that negatively affect the PVC surface,
  - e) the use of the products contrary to their intended use,
  - f) impact of foreign bodies, damage caused by a fire, flooding or other events,
  - g) flooding products with a liquid (chemically active solutions, e.g. acids or dyes, can be particularly dangerous),
  - h) product repairs or modifications by the Customer themselves.
3. Minor deviations resulting from the production process, concerning colour, form, dimensions, flatness, and workmanship, shall not be considered faults if they are within limits specified by suppliers of components.

### VIII. Evaluation criteria for the surface quality of HPL and PVC fillings

1. Visual evaluation of HPL and PVC surfaces used outdoors and indoors shall be performed from a distance of 2 meters in diffused daylight, with the surface examined at the angle of 60°.
2. The following defects can be visible from the distance exceeding 3 meters:
  - a) scratchings – a single 5 mm scratch is acceptable, the total length of all scratches cannot exceed 45 mm (for one side of the facing)
  - b) point defects:

POINT DEFECTS		
Surface	Point defect dimensions	1 side of the facing
Up to 1 m <sup>2</sup>	Up to 1 mm	3 defects are acceptable
From 1 m <sup>2</sup> to 2 m <sup>2</sup>	Up to 2 mm	3 defects are acceptable
Above 2 m <sup>2</sup>	Up to 2 mm	3 defects are acceptable
Point defects of up to 0.5 mm	Acceptable, not aggregated Maximum number on one side of the facing – 8	

3. Damages to thermoformed components visible from 2 meters are not acceptable.
4. Minor deviations resulting from the production process, concerning colour, grain shade and structure, form, dimensions, flatness, and workmanship, shall not be considered faults if they are within limits specified by suppliers of components.

### IX. Aluminium material

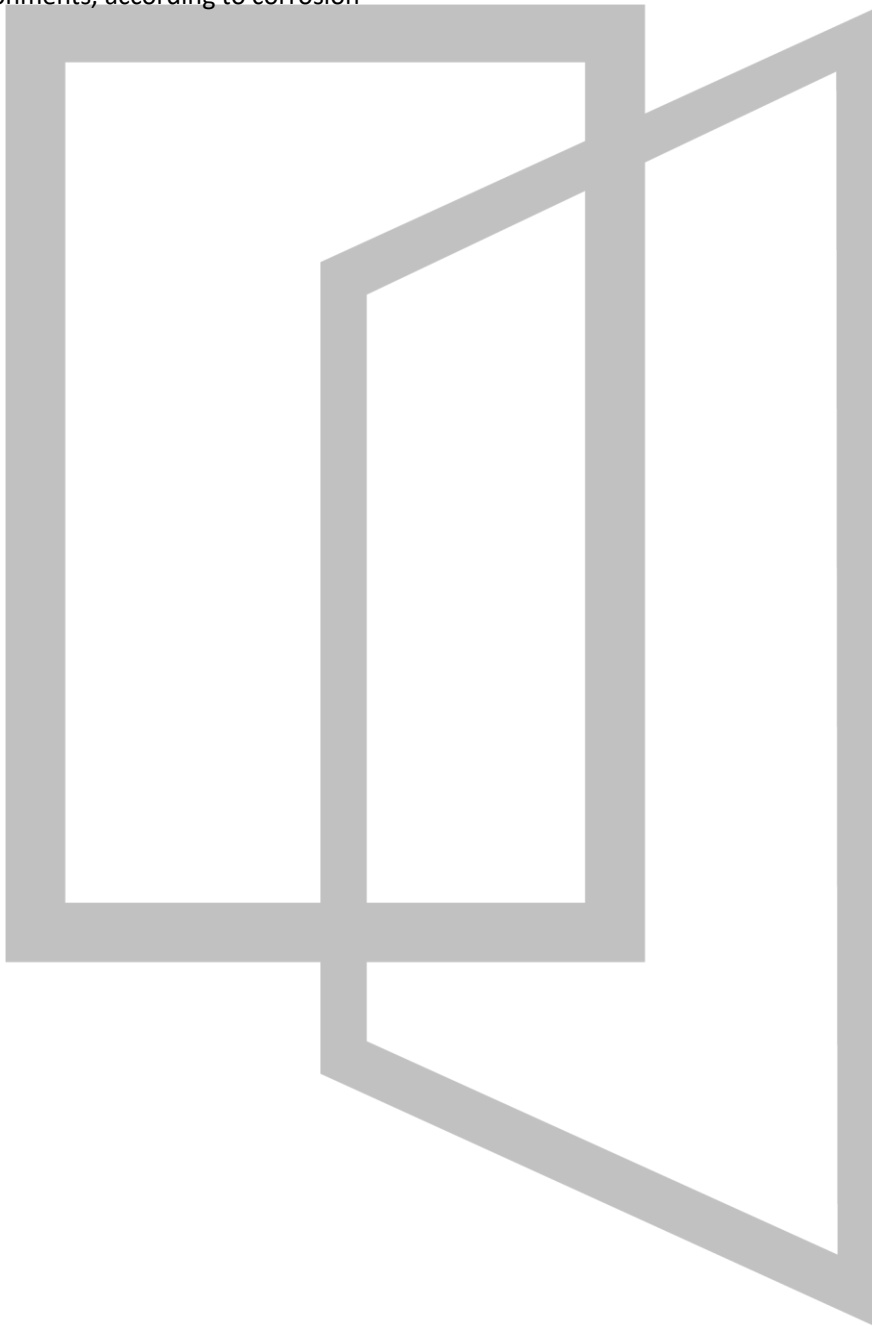
1. Quality acceptance:
  - a) the quality acceptance of aluminium filling should be performed in a vertical position, from a distance of 3 meters for components used outdoors and indoors. The surface should be inspected in daylight on a cloudy day, at an angle of 60°,

b) none of the defects listed below can be visible from a distance of 3 meters:

- Bubbles,
- Pits,
- Matt spots,
- Pores,
- Indentations,
- Scratchings,
- or any other unacceptable faults.

2. When performing acceptance of a varnished surface, a person performing the acceptance can visually compare the evaluated and the reference (correct) coating. This should be done in a shade, ensuring that the evaluated material and the reference coating are at the same angle.
3. A comparison of a colour of the evaluated material with the RAL colour chart does not reflect its actual appearance. The RAL chart is used for informative purposes only.
4. Each time when ordering aluminium infill/overlay panels, the number of powder paint that is to be used for coating of the given filling needs to be provided.
5. The varnish coating covering aluminium fillings is not resistant to mechanical damage caused by sharp tools and abrasive materials. To avoid defects in the applied coating, the correct storage is required, after previous inspection of the filling and removal of the protective film, especially in the case of exposure to sunlight and high ambient temperature. Otherwise, a reaction between the film and the metal sheet may occur, resulting in the coating damage. (discolourations, spots).
6. For cleaning and maintenance, use clean water, to which a small amount of neutral or slightly alkaline detergents may be added. Washing may be more effective when delicate, clean cloth that does scratch the surface is used.
7. During washing, the coating temperature cannot exceed 25°C. No strongly acidic or alkaline detergents, as well as no surfactants that may react with aluminium, can be used.
8. Do not use abrasive cleaning agents and do not clean the surface by scrubbing it. 9. Do not use detergents of unknown origin and chemicals such as cleansing milk, solvents. Greasy, oily and bituminous substances can be removed from the cleaned surface using petroleum solvents free of aromatic compounds. Contamination with residues of glue, rubber, silicone, or adhesive tapes should be removed in the same way. After each washing, the surface must be immediately rinsed with cold water.

10. To maintain the guarantee for the powder coated aluminium product, the protective film must be removed from panels immediately on their delivery.
11. When recommendations for use concerning correct product operation and maintenance are observed, Veyna gives guarantee for aluminium insert and overlay panels that can be used in areas with different environments, according to corrosion



categories, presented in the table below:

Corrosion category according to PN-EN ISO 12944-2		Examples of environments typical for the temperate climate (informative only)	
		Outdoor	Indoor
C1	very low	Not applicable	Heated buildings with clean atmospheres, e.g. offices, shops, schools, hotels.
C2	low	Slightly polluted atmospheres. Rural areas mainly.	Heated buildings with clean atmospheres, e.g. offices, shops, schools, hotels.
C3	medium	Urban and industrial atmospheres, moderate pollution with sulphur (IV) oxide. Coastal areas with low salinity.	Production rooms with high humidity and some air pollution, e.g. food-processing plants, laundries, breweries, dairies.
C4	high	Industrial areas and coastal areas of medium salinity.	Chemical plants, swimming pools, ship and boat repair yard.
C5-I	very high (industrial)	Industrial areas with high humidity and aggressive atmosphere.	Buildings or areas with almost constant condensation and high pollution.
C5-M	very high (marine)	Coastal and offshore areas	Buildings or areas with almost constant condensation and high pollution.



12. When selecting (aluminium) fillings and colours at locations with high saline levels (or specified in the table concerning corrosion), it is recommended to use the service of coating with anti-corrosion primer. Otherwise (when a standard material is used), the guarantee shall be 2 years.

**X. Evaluation criteria for quality of glass products manufactured by Veyna – Weyna i S-ka Spółka Jawna**

1. In accordance with *General Terms and Conditions of Sales* – on goods reception the Buyer shall be obliged to note in the Goods Delivery Note all noticed scratches, breaks, or other mechanical damage in delivered glazing units in panels and in individual glazing units. When no such notes are made, the possible complaints and other claims related to these defects can be a basis for rejecting a claim.
2. The quality of glazing unit production manufactured by Veyna should be evaluated in a way consistent with methods specified in Polish Norms for glazing units, *PN EN 1279-1 Glass in building. Insulating glass units. Part 1. Generalities, dimensional tolerances and rules for the system description*.
3. In accordance with the above Norms, the verification of glass defects is performed with glass in the vertical position, from a distance of at least 3 metres, with the grey screen in the background, in a bright dispersed light. Glass defects, visible in these conditions when panes are inspected at the angle of 90°, are verified for conformity with conditions specified in the above Norms.
4. For glass panes with coatings, the inspection can be performed at the angle not exceeding 30°, measured from a perpendicular to the glass pane surface. The inspection can be performed on both sides of the glazing. Defects invisible from the distance of 3 meters are not considered defects.

### Evaluation criteria for glazing unit quality

1. Defect definitions with criteria for their evaluation

Defect type	Main area		Edge area (a strip around a pane, of a width corresponding to 10% of the glazing unit dimension)
Hairline scratches	Acceptable, but not aggregated		Acceptable, but not aggregated
Scratches	Double glazing	Triple glazing	A single scratch of the length not exceeding 30 mm is acceptable, the total length of all scratches cannot exceed 60 mm
	A single scratch of the length not exceeding 15 mm is acceptable, the total length of all scratches cannot exceed 30 mm	A single scratch of the length not exceeding 15 mm is acceptable, the total length of all scratches cannot exceed 60 mm	
Point < 0.5 mm < 1.0 mm < 2.0 mm > 2.0 mm	Acceptable Acceptable, not aggregated 2 scratches/m <sup>2</sup> , no more than 4 scratches Unacceptable		Acceptable Acceptable, not aggregated 1 scratch/meter, for one side of the pane Unacceptable

2. No contaminations visible from a distance of 3 metres are acceptable inside the glazing unit.

3. Acceptable tolerances for dimensions and thickness of glazing units:

Parameter	Acceptable tolerance
Dimensions	+2.0/-1.0 mm ±
Thickness	+1.5 mm (annealed, toughened, patterned glass)
Pane shift	< 2.0 mm

4. The defects include production of a glass pane from glass of parameters and appearance different than agreed in the Customer's order. Unless the parties agree otherwise.
5. Inner surfaces of distancing frames should be clean.
6. In standard glazing units, a distance between distancing frames and pane edges should not exceed 13 mm, and a difference in the distance from the pane edges at the length of one side cannot exceed 2 mm.

7. Sandblasted glass and Glass Line:

Pattern shift	Pattern shift of up to 1 mm per one metre are acceptable
Contaminations/Stains	No contaminations visible from a distance of 2 metres are acceptable. No greasy silicon stains caused by raised temperature are acceptable.
Scratches	See section “Evaluation criteria for glazing unit quality”
Point defects	See section “Evaluation criteria for glazing unit quality”

8. Bevels and stained glass are products manufactured on a special customer order. Due to manual manufacturing of relevant decorative components, Veyna shall not guarantee 100% repeatability of the pattern, and the quality of workmanship is evaluated from a distance of 3 metres, in bright dispersed light, at the right angle.
9. Loss of tightness shall be understood as a loss of inner tightness of a glazing unit compartment. This defect manifests as visible fogging of a glazing unit, as well as streaks or accumulation of water at the bottom of the pane.

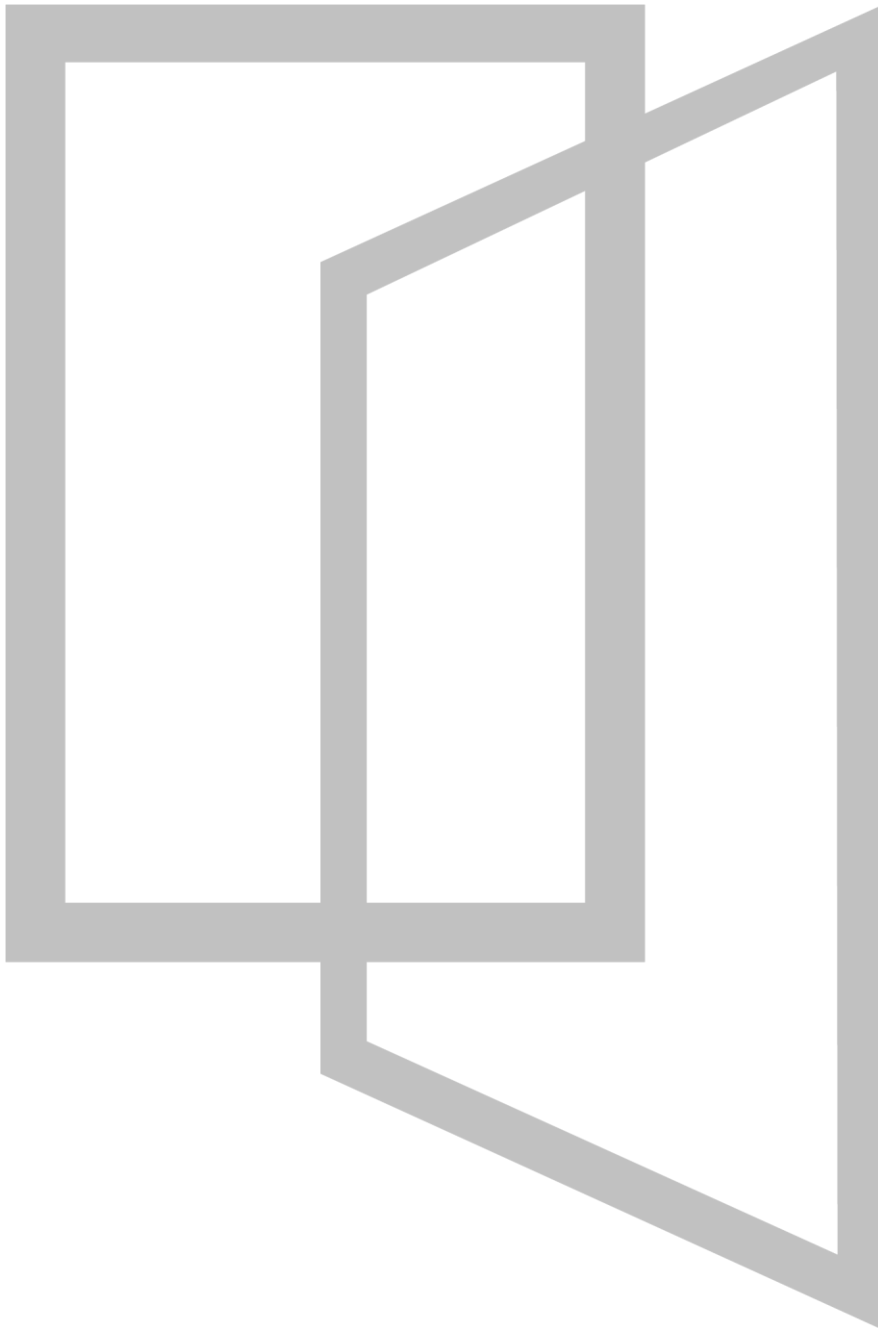
In accordance with the *General Terms and Conditions of Sales*, Veyna – Weyna i S-ka Spółka Jawna shall grant guarantee for tightness of delivered glazing units:

- 5 years for rectangular glazing units,
- 2 years for glazing units of shapes other than rectangular.

**XI. Maintenance and cleaning:**

**Stone veneer:**

1. Stone veneers are durable, hard, and robust materials resistant to mechanical damage. However, without required care and regular maintenance their aesthetics shall deteriorate – their surface can become matt, scratched, and susceptible to contaminations. Due to their characteristic “roughness”, contaminations may accumulate in gaps. In some cases, the stone can absorb accumulating moisture and thus its quality may deteriorate. To prevent this, the use of appropriate impregnation is crucial. The correctly used and maintained stone is very easy to clean and can be used for years, pleasing the eye with its natural and unique beauty.
2. Cleaning of natural stone.  
Regular care is essential for maintaining the natural stone. This prevents more serious contaminations and minimises the risk of stains and cracks. Furthermore, stone surfaces should be handled with care.



We recommend to use a slightly wetted soft microfiber cloth. It should be wetted with a solution of warm water and mild detergent, e.g. washing-up liquid. Household cleaning agents of the neutral pH around 7 should be used.

3. Impregnation of natural stone.

The interval between natural stone maintenance activities depends of several factors:

Intensity of the use of a product made of natural stone. Natural stone type.

Quality of an impregnating agent used to maintain natural stone.

Taking into account the above, we recommend to impregnate the veneer no more than once every 2–3 years, and the first impregnation should be performed after installation or before the beginning of the actual use (severe soiling of the surface).

4. An example of the impregnating agent - FILA W68.

INTENDED USE:

- a) To impregnate raw and antiquated natural stone: marble, granite, travertine, limestone, slates, etc.
- b) To impregnate porous and highly absorbent surfaces: brick, cotto, concrete. c) For indoor and outdoor applications.

PROPERTIES:

- a) Significantly reduces absorbency of the impregnated substrate. b) Does not change the substrate appearance.
- c) Protects against water and oil stains. d) Facilitates daily maintenance.
- e) Ready to use, do not dilute.
- f) Does not form a surface layer, but penetrates into the surface structure. g) Long-term protection.
- h) Can be used on substrates with residual moisture. i) Vapour-permeable.
- j) Resistant to adverse weather conditions.

APPLICATION METHOD:

- a) The surface must be washed thoroughly to remove surface contaminations. Contaminations coated with the impregnating agent will never be removed.
- b) Using a sponge roller, apply a small amount of the agent on the surface.

Note: the roller must be only very slightly wetted with the impregnating agent, as every streak may be visible!

### Stainless steel/stainless steel handles

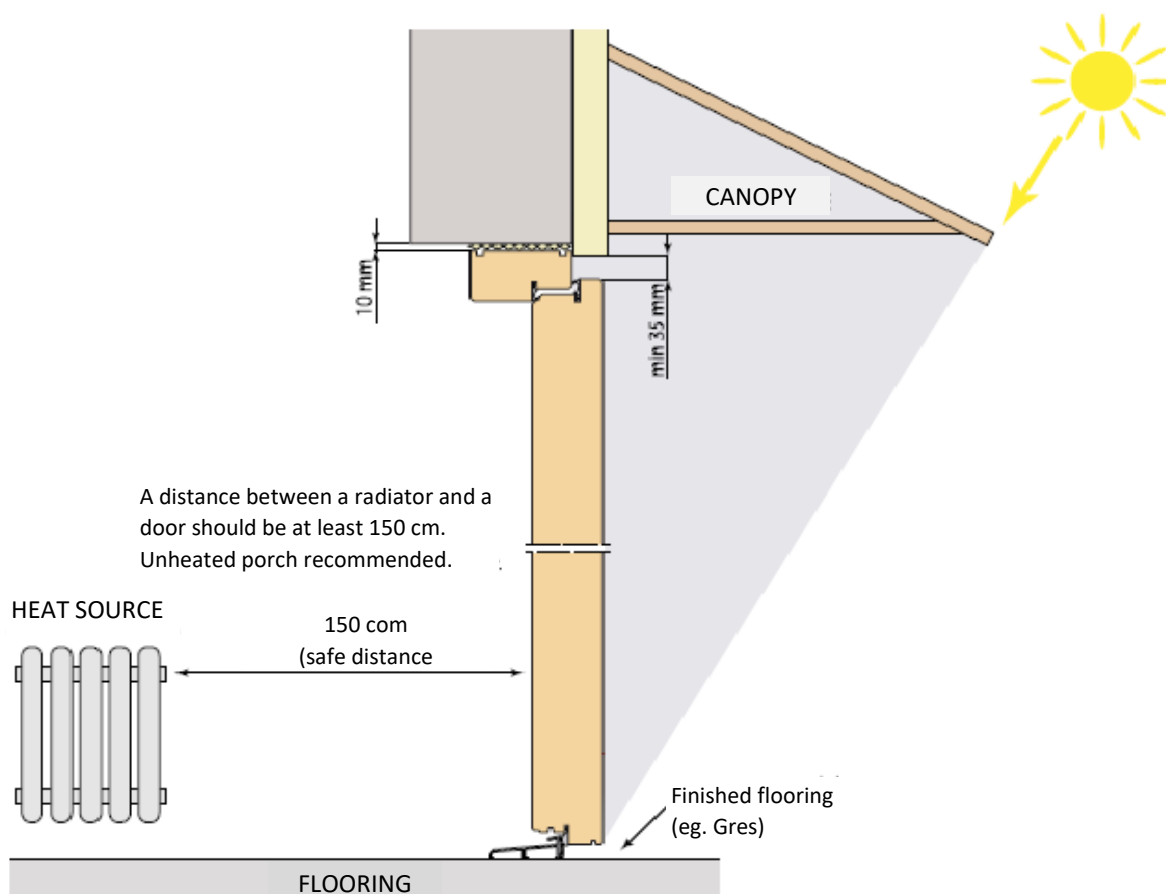
1. Stainless steel handles are at risk of being contaminated with environmental factors, so their surface may become coated with tarnish and discolourations resembling rust. To maintain the attractive appearance of their surface, they should be cleaned and maintained regularly.
2. Use special agents designated solely to cleaning of stainless steel, for example: - the foam from 3M – Stainless Steel Cleaner&Polish.
3. The following must not be used for cleaning:
  - a) Strong powders or agents with a surfactant effect (containing chlorides, acids, etc.)
  - b) Abrasive cleaning materials (sandpaper, rough brushes) that may scratch or damage the surface permanently.
4. In areas with high levels of pollution, industrial and/or coastal areas, with SO<sub>2</sub> levels >5 g/m<sup>3</sup>, it is recommended to use materials with higher corrosion resistance, i.e. steels containing at least 10.5% of chromium and no more than 1.20% of carbon (EN 10088-1:2007), anodised aluminium, or 316 stainless steels. Failure to follow the above rules shall result in rejection of any complaints concerning corrosion on INOX components.

### Natural wood

1. To maintain high usability properties of the product, it should be maintained regularly:
  - a) 2–3 times a year.
  - b) After wiping with a soft cloth wetted with water, secure the painted surface with an agent for wood maintenance.
  - c) Do not use alkaline or solvent agents for maintenance.
2. Outer doors should be protected against a direct effect of weather conditions and sunlight, by installing them in recesses, or with a canopy above them if a door is installed in a flat wall.
3. The canopy should extend above the outline of the opened door and keep the door in shade at noon during the summer.
4. Install above the finished flooring in wall openings, after the masonry works are completed and the plaster is dry.
5. A distance between a radiator and a door should be at least 150 cm.

6. An unheated porch is recommended.

### Conditions for installation and operation of outer doors.



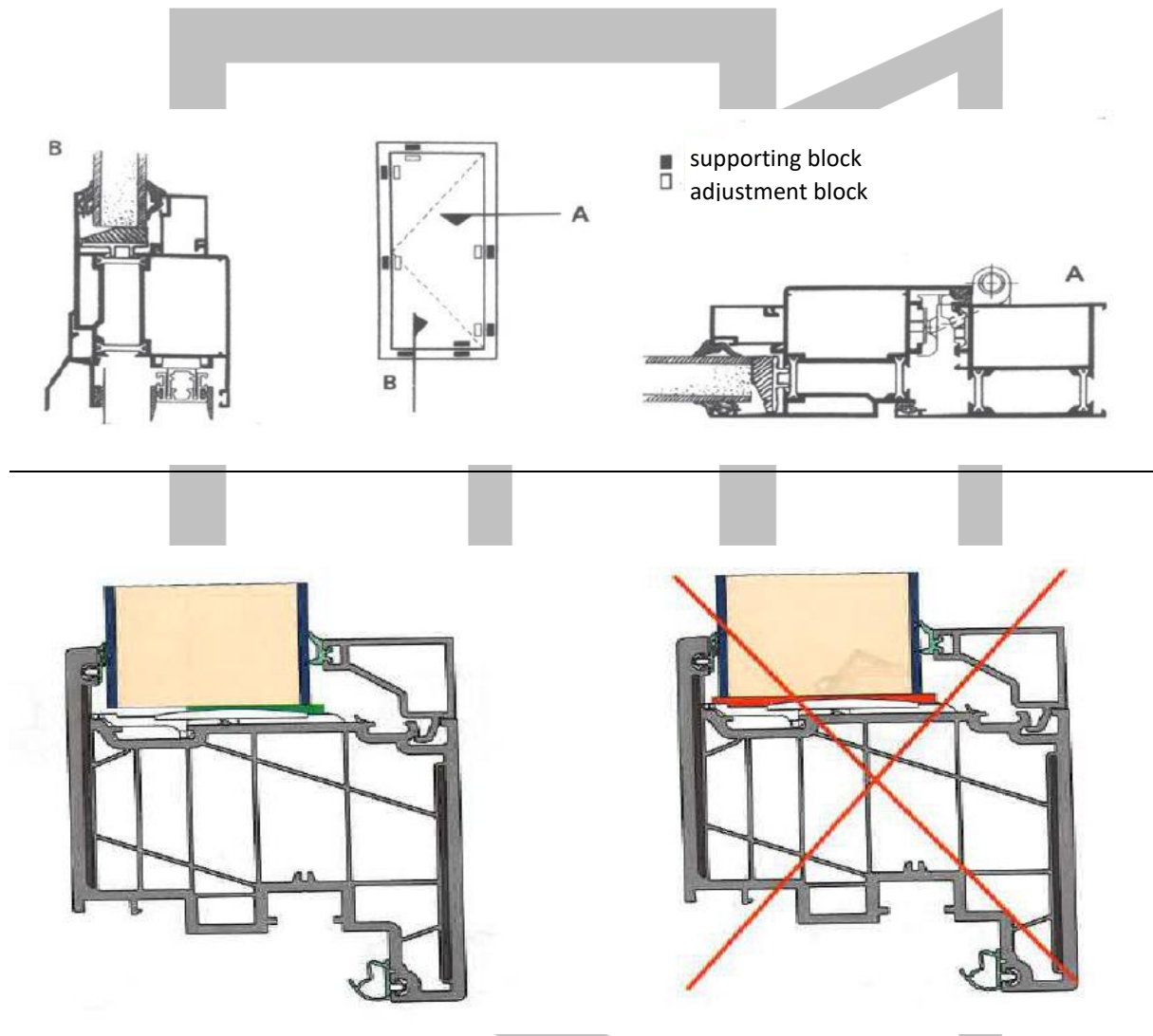
## XII. The required installation method for panels:

### Insert panels

1. The guarantee shall only apply if the following conditions are strictly adhered to.
2. Installation.  
The panels are installed in the same way as glazing units in sections. A panel is placed on plastic blocks, and in a bottom section, a water drain of a minimum diameter of 8 mm is provided every 20 cm.

3. All guarantees become automatically null and void in the case of visible water accumulation (water condensation and/or infiltration) in grooves, where water was not correctly removed/drained.

Wedging is made on the inner side of the metal sheet, to enable expansion of the outer sheet. Wedging is installed diagonally at the bottom on the hinge side and on the top on the lock side.



#### Overlay panels

Due to its extensive content, the installation manual for overlay panels is sent on the customer's request.



**XIII. Miscellaneous provisions, applicable law, and competent court.**

1. Titles of individual chapters and sections of the GTCS are used for convenience only, and are of no legal significance, thus the GTCS contents cannot be interpreted on their basis.
2. If under these GTCS the Seller is entitled to terminate the Agreement, it shall be assumed that they can use that right without any limitations in time, i.e. at any time after a circumstance forming a basis for termination occurs. This right shall not be cancelled by performance of the Agreement by the Seller after the circumstances forming the basis for the termination of the Agreement occur.
3. If any of the provisions of these GTCS is deemed invalid or ineffective, this shall not affect validity of the remaining provisions. In that case, both parties undertake to adopt provisions that reflect the will of the Seller and the Buyer.
4. All disputes shall be settled according to the Polish law.