

GUARANTEE CARD

General Guarantee Terms And Conditions:

VEYNA - Weyna i S-ka Spółka Jawna with its registered office in Toruń, at Szubińska 14, hereinafter referred to as The Manufacturer/Seller, grants to Buyers a guarantee for its products for a period of:

- 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.

The guarantee shall be granted if the following conditions are met:

1. The guarantee period shall be counted from the sales date specified in the sales invoice issued by the Manufacturer.
 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 – 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.
 5. The Manufacturer, as a guarantor, reserves a right to evaluate and qualify the defects under complaint, following the visual inspection performed at the Buyer site or after the products in question are delivered to Veyna.
 6. The Manufacturer shall be held liable 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) Photographic documentation.
 7. The guarantee shall cover:
 - a) hidden, material, and workmanship defects that could not have been noticed on 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.
 8. The 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.
 9. If the Buyer installs overlay panels themselves, VEYNA shall not be held liable for an incorrect process of door leaf gluing.
 10. 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.
 11. The Manufacturer shall not be held responsible for incorrect values provided for filling dimensions.
 12. 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 are found.
 13. The differences in colour that could be noticed and claimed before installation cannot be the subject of a claim.
 14. VEYNA does not provide guarantee for a varnished surface if the powder is supplied by the customer. In such a case, any inclusions or differences in colour cannot be a subject of a complaint. 15. Panels bought from a sales list shall not be covered by the guarantee.
 16. The Manufacturer specifies the following acceptable tolerances for dimensions of fillings, sandwich panels and XPS foams:
 - a) panel thickness tolerance + / - 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 + / - 2 mm.
 17. 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.
 - c) 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.
 18. To maintain the guarantee for the product, the protective film must be removed from panels immediately on their delivery.
 19. Guarantee rights shall not cover the Buyer’s rights to claim reimbursement of profit lost due to the product repair.
 20. Transport & Dispatch:
 - 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.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 bottom 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.
 21. Placement of an order shall be understood as acceptance of the terms and conditions. Waiver of or amendment made to one item shall fully relieve the Manufacturer of their warranty obligations.
 22. The following is recommended:
 - a) avoid dark colours when selecting fillings for outer aluminium or PVC doors that will be exposed to the direct sunlight. There is a risk of material warping and impairment in the door function and tightness. If dark colours are chosen, doors should be installed only under a canopy, to avoid exposure to a direct sunlight and high temperatures. Additionally, in such cases appropriate structural reinforcements of fillings should be used, to increase stability and resistance to thermal deformations,
 - b) to prevent so-called warping of door joinery exposed to the direct sunlight, it is recommended to: - provide panels with additional reinforcement with an aluminium or plywood (only for the Basic Line) panel, and use canopies. In particular, panels made of natural wood must be installed only under a canopy, due to a high sensitivity of wood to humidity and temperature fluctuations,
 - c) 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%),
 - d) in no case should the panels be stored in building shells, or humid cellars or garages,
 - e) a place where panels are stored should not expose them to soaking, high temperatures, chemicals, impossible to remove contaminations, and similar,
 - f) door fillings should be stored in a vertical or horizontal position, set on their bottom edge on levelled paved and smooth surface,
 - g) panels should not be exposed to mechanical damage caused by falling down, warping, being hit by a heavy object, and similar impacts,
 - h) panels cannot be stored in aisles and at a distance less than one meter from working heating equipment,
 - i) door panels made of aluminium, PVC and wood and wood-like materials are particularly susceptible to weather conditions. Especially wood and aluminium are characterised by their high susceptibility to humidity and temperature fluctuations, especially to their excessive levels. Exposure to these conditions may result in temporary deformations caused by uneven exposure to humidity and temperature. Wood panels (models ML- 09 through ML - 14 from the Modern Line) and wood-like materials must be installed only under a permanent canopy that provides adequate protection against weather conditions. If no canopy is installed, the manufacturer shall not be held liable for resultant damages that cannot form a basis for a complaint, especially when dark colours of fillings and wood or wood-like components are used. Failure to follow installation recommendations, especially concerning a canopy, shall result in voiding the guarantee and in rejection of claims.
 - j) due to sensitivity to effects of organic solvents, concentrated alcohol, oils, acids, alkali, and petroleum compounds, the contact with these substances must be avoided; in particular, prevent a contact between the filling coating and lime, cement, and other alkaline building materials,
 - k) panels should be cleaned using solvent-free and non-abrasive agents,
 - l) it is forbidden to clean the panel surface by scraping.
- Failure to follow the above recommendations may result in defects in fillings. In such cases, the damage cannot form a basis for a complaint.
23. Miscellaneous:
 - a) any damages and defects not related to the Manufacturer can be removed solely at the Buyer’s cost,
 - b) if unjustified complaint is notified, all related costs shall be covered by the person lodging the complaint,
 - c) to all issues not governed by the Guarantee Terms and Conditions, relevant provisions of the Civil Code shall apply. The District Court in Toruń shall be a court competent to settle all disputes.

*Tolerances: 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.

* Visual evaluation of a surface of the product made of aluminium, i.e. surfaces that are varnished or laminated with decorative films, shall be performed from a distance of 3 m, at an angle of 60°, in natural light. Surface faults and/or defects that are not clearly seen from that point, cannot be accepted as a cause for a complaint.

* Visual evaluation of HPL and PVC surfaces used outdoors and indoors shall be performed from a distance of 3 meters in diffused daylight, with the surface examined at the angle of 60°.

* 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.

* In areas with high levels of pollution, industrial and/or coastal areas, with SO₂ levels >5 g/m³, 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.

* 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.

* 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.

This guarantee card presents the general guarantee terms and conditions. The detailed scope is provided in the document "General Terms and Conditions of Sale of VEYNA" - WEYNA I S-KA SPÓŁKA JAWNA".