



WARRANTY CARD.

Sale date:

Invoice nr:

Seller's signature and stamp:

TERMS OF WARRANTY

1. Muller Kozijnen guarantees their high quality and efficient operation, provided to follow the guidelines contained in the "Instructions for use of PVC joinery".
2. To use warranty services, you must have an original warranty card.
3. The warranty is valid in the territory of the Netherlands
4. The manufacturer provides a guarantee for the delivered products and goods in the following:
 - a) PVC windows for 60 months,
 - b) unconventional PVC windows for 24 months (arched, trianged, etc.),
 - c) PVC doors for 24 months,
 - d) PVC entrance doors for public buildings and shops for 12 months,
 - e) 12 months warranty covers the following additional items and goods: diffusers, handles, door locks, door openers, door locks and door posts (for PVC door joinery), electric locks, external blinds, fabric blinds, mosquito nets, window sills, window's and door's handles.
5. In case there is the agreement between the buyer and the producer and the terms of the contract are different from those of this Warranty Card, the terms of the contract shall prevail.
6. The warranty period is counted from the date of receipt the product from Muller Kozijnen, except that the rights under the warranty can only be made after the total payment of the goods delivered.
7. The warranty period for replacement supplies, as a new replacement supplies, is 12 months, but not less than the original warranty period.
8. Complaints should be reported in writing at the point of sale where the purchase was made. The basis for accepting a complaint is to present a warranty card and proof of purchase of the product or goods. The complaint should contain a detailed description of the defect.
9. The manufacturer will handle the complaint no later than within 14 days of receipt of the complaint.
10. All disclosed defects will be removed within 14 days of the accept of the complaint. In the case of more complicated faults or atypical products, their removal time may be longer. The exact deadline will be agreed with the customer each time.
11. The method of removing defects and faults remains the responsibility of Muller Kozijnen.
12. The warranty covers the repair of defects discovered during operation, but hidden and invisible during purchase, resulting from the fault of the manufacturer.

13. The warranty does not take into account the defects and faults caused by the fault of the user as well as the following:

- a) the use of the product or the goods for its misuse or improper handling,
- b) structural modifications or repairs carried out by unauthorized persons,
- c) using elements from other manufacturers than Muller Kozijnen.
- d) improper assembly, especially not in accordance with the project, installation guidelines and construction rules,
- e) lack of documentation or incorrect regulation (the user is obliged to periodically adjust the fittings, at least once a year, made by the seller with the fee);
- f) lack of documentation or improper maintenance (eg. to use the improper cleaning materials, user is required to carry out periodic maintenance at least once a year, made by the seller with the fee)
- g) the effects of external factors such as fire or chemicals substances
- h) usage of components
- i) improper ventilation of the room.

14. The warranty does not cover:

- a) adjusting fittings and windows maintenance (the user is obliged to periodically adjust the fittings and maintenance of products and goods, at least once a year, made by the seller with the fee),
- b) irrelevant defects, like those that are invisible after installation or have no effect on the usable value of products and goods,
- c) mechanical defects of additional joinery components (eg handles, lock inserts, door's automatics, etc.)
- d) rotating glass, which means external and internal glass evaporation, which can appear in poorly heated rooms with high air humidity and with limited ventilation,
- e) mechanical damage and glass breakage occurring during operation and defects in accordance with applicable standards,
- f) damage resulting from random events and natural disasters.

15. Warranty expires due to:

- a) occurrence of mechanical damage (eg scratches) arising after the receipt of the article or goods,
- b) breaking the glass insert,
- c) improper transportation and storage,
- d) improper installation, use and maintenance.

16. Hidden defects should be reported within 7 days of their occurrence.

17. The customer is obliged to quantitatively and qualitatively receive goods and products in the scope of obvious defects which cannot be the basis for complaints after receipt. Obvious defects are considered incompatibilities: quantitative, dimensional, internal divisions, colors and functions, as well as mechanical damage to glass and profiles. These incompatibilities and other obvious defects must be reported upon receipt in spite of loss of warranty rights. The manufacturer does not pay the costs associated with the dismantling and assembly of joinery with obvious defects.

18. The warranty for the goods sold does not exclude, limit or suspend the buyer's rights resulting from the non-conformity of the goods with the contract.

19. Obligations and Responsibilities of the Purchaser and the Manufacturer:

- a) the buyer is obliged to make available the claimed products within the time limit set by the manufacturer for inspection and correction of defects,

- b) the buyer is obliged to take out the protective foil from the profiles within 30 days of the date of installation of the windows; The manufacturer is not responsible for damage to the windows caused by the user not taking any protective foil from the profiles
- c) the manufacturer's liability for defects in the product cannot exceed the purchase value of the product,
- d) the manufacturer is not liable for losses resulting from window defects (eg loss of profits, repair costs, etc.).

DESCRIPTION OF WARRANTY REPAIRS			
Date and nr of the order	Date of the repair	Description of the repair	Signature and stamp for repair

LIST OF PERIODIC ADJUSTMENTS OF FITTING ELEMENTS AND MAINTENANCE OF PRODUCTS AND GOODS		
Date	Range of activities made	Signature and stamp for adjustment or maintenance