

UAB VIKING INDUSTRIER PRODUCT GUARANTEE

We are sure about what we are producing and therefore we give **2 years guarantee** to all our products we are selling, except for electrical or automatic equipment whose warranty period and conditions are specified by the manufacturer of the equipment (presented separately) specified. It should be noted that such products generally have a shorter warranty period when the equipment is used for purposes other than private use.

The Purchaser, having noticed technical, functional malfunctions of products sold by the Seller, complaints must be made in writing as soon as possible by completing the claims form.

For more information click here: <https://dealer.vikingindustrier.com/claims/create>

Necessary information needed to report:

- Name of the Dealer;
- Product core;
- The order number;
- Description of the claim (specify exact positions from the product);
- In case of transport damages – copies of the signed shipping documents should always be attached to transport damage;
- Photos;
- Choose the preferred problem solution.

Warranty obligations of the Seller shall not apply if:

- Seller's assembly instructions were not followed;
- If the Item is purchased and delivered unassembled, the product was assembled by Purchaser's staff or contracted staff who do not have the necessary skills for such work. In case the Purchaser hires third parties for such assembly work, then upon the Seller's request, the Purchaser undertakes to submit such contracts to the Seller.

Also, the guarantee shall not cover:

1. Peculiarities of wood as natural material:
 - Wood cracks after assembling of the Item.
 - Wood movement and its consequences for example gaps in walls, changes in the Item shape.
 - Moulds on wood.
 - Wooden details containing whole branches that do not endanger the stability of the Item 's.
2. Consequences of extreme (unusual) weather conditions (water can get it the wall in big rain, roof shingles damages of strong wind).
3. When the Item sold by the Seller is used not in accordance with their direct purpose or when malfunctions have been caused by non-compliance with the Seller's instructions.
4. If the Item sold by the Seller were disassembled, their components was replaced, or the Item were otherwise altered not by the Seller, the Items were repaired by the Purchaser or by third parties.
5. Natural wear and tear of the material used and the Item.
6. Changes caused by atmospheric influences of the environment. Wood is a natural construction material. Before processing, timber would be dried up to 18 % of

residual moisture content. Timber's moisture content can change because of different atmospheric conditions such as rain, freezing cold or heat, causing wood structure altering. It could also affect the use of doors and windows. Below are some crucial features as following:

- Wood can crack during the drying process. It does not mean worsen quality, so the guarantee is not valid. When the humidness increases, chaps will disappear.
- A couple of weeks after the construction work, wooden details will undergo adaptation for new conditions. If necessary, the door has to be fixed once more. Ultraviolet rays (solar rays) can cause a change of wood colouring.

The Seller refuses to provide guarantee services in events listed above and the Seller is entitled to offer elimination of failures of the Item 's sold by the Seller based on non-guarantee and post-guarantee service conditions.

In all events, when the guarantee period has expired, or when products during the guarantee period were damaged intentionally through third parties or the Purchaser's fault, or by wilful actions of the same persons, the Seller in individual cases and by prior arrangement may provide non-guarantee and post-guarantee repair services at the Purchaser's request, payable in accordance with the rates set by the Seller, or under a separate agreement on non-guarantee and post-guarantee servicing of the Item's concluded between the parties.

The Purchaser 's shall pay for the services rendered and expenses incurred before collecting the product, except otherwise stated in the agreement.

The characteristics for determining of non-guarantee service shall be established by the Seller.