



WARRANTY CARD

DOOR LEAVES AND FRAMES

Classen-Pol S.A. ul. Wyzwolenia, 44-292 Zwonowice, k. Rybnika, Poland
phone: +48 32 42 92 000, e-mail: biuro@classen.com.pl

www.classen.pl

Date and place of complaint	
Product name, kind, type, other marks	
Reported defects	
Date and signature of person taking a complaint	
Date of defect repair	

GUARANTEE CARD

GENERAL GUARANTEE CONDITIONS

1. Scope of Guarantee.

1.1. Classen-Pol S.A. is a manufacturer of products identified in this document and ensures that these products are free from manufacturing defects. Manufacturing defects are these defects which cause the product does not meet the Guaranteed quality due to:

- defective construction,
- defective execution,
- application of inappropriate materials and
- lack of possibility to use the product in accordance with its intended use, which is caused by reasons arising from the internal properties of the product.

1.2. This Guarantee does not restrict, reduce or suspend the Buyer's rights resulting from other provisions of law, including in particular those arising from the Act of 27 July 2002 on specific terms and conditions of consumer sale and amendments to the Civil Code (Journal of Laws of 2004, no. 141, item 1176).

1.3. In case this Guarantee Card lacks purchase document number, date of purchase, stamp and signature of the Seller or if any corrections were done in it, it loses its validity.

1.4. Classen-Pol S.A. ensures the Guarantee for their products, purchased by consumers on the territory of Poland provided that the assembly of these products was carried out according to the Installation instruction placed on the product or placed on or inside the packaging of the product and in line with common technical knowledge, required from an average consumer. Moreover, the Guarantee mentioned in the previous sentence of this section is valid provided that Classen-Pol S.A. products will be used in accordance with their intended use.

2. The conditions for acceptance of a warranty claim.

2.1. A warranty claim should be submitted in a written form, sent to the following address: Classen-Pol S.A. ul. Wyzwolenia, 44-292 Zwonowice, k. Rybnika, Poland, together with an attached copy of a Guarantee Card of a given product and a proof of purchase of a given product in a form of a receipt or VAT invoice.

2.2. A warranty claim should be submitted within:

- 7 days from the date of purchase, if it concerns overt (visible) defects, which a consumer could have noticed after taking out the product from the packaging, with maintaining ordinary care, required from an average consumer,
- 14 days from the date of purchase, if it is a hidden defect.

2.3. In case of failure by a customer to meet the provisions of section 2.1 or / and section 2.2, the customer loses the Guarantee entitlements and the customer's warranty claim will be considered negative.

3. Guarantee period.

3.1. Classen-Pol S.A. ensures the Guarantee for the goods manufactured by it for the period of 24 months starting from the date of purchase of a particular product, which date results from the annotation by a seller of a given product on a Guarantee Card. The Guarantee period is extended by the time of repairation of the claimed product, starting from the date of issuing the warranty claim until the day of execution of the repair. Time of repairation must be confirmed in the Guarantee Card by the seller of the product or by the party performing the exchange or the replacement of the product. In case of replacing the product with the new one free of defects, Guarantee period starts from the beginning only with regard to the replaced product.

4. Guarantee rights.

In case manufacturing (physical) defects occur, Classen-Pol S.A. undertakes to:

- in the first instance, repair the defective product free of charge, and if it is not possible to repair it:
- to replace the product for a new one, free of defects, or
- upon agreement with the Buyer, to reduce the price adequately to reduction in the usability of the product.

5. Exclusions.

Guarantor shall have no liability for damage or destruction of products resulting from reasons other than inherent flaws in them. In particular, Classen-Pol S.A. shall not be responsible for:

- 5.1.** Mechanical damages to a product, which occurred due to the reasons not attributable to the properties of the product and the defects caused by them.
- 5.2.** Mechanical damages which were not found upon receipt, and which may arise as a result of improper transport, storage, installation or use (including damages caused by pets) or due to the reasons not attributable to the properties of the product.
- 5.3.** Improper installation and use not in accordance with the intended use of the product.
- 5.4.** Defects caused due to the lack of customer's care for the product or due to improper maintenance by the customer or due to improper use of the product by the customer.

5.5. Defects caused by incorrect security of the product during the time of construction and finishing works or occurred due to the use of inappropriate cleaning agents or due to exposing the product to chemicals such as: plaster, plaster, mortar, paints, varnishes, assembly tape, etc. Classen-Pol S.A. recommends the maintenance of the product by gently wiping the door with a soft and damp cotton cloth.

5.6. Discoloration, deformations and damage to components caused by swelling of the material due to excessive humidity in the rooms. The interior door is designed for closing building openings in the walls, which are characterized by the same positive temperature (above 0° C - the temperature in the rooms, where the product is installed) and air humidity level of max. 60%. In addition, the products must be stored in dry and roofed rooms.

5.7. Defects caused by cleaning the products with coarse and aggressive chemicals.

5.8. Slight differences in shade and color intensity distribution of the various elements of the door leaf / door may occur.

5.9. Natural wear of a product during operation, including a natural change of color due to the passage of time.

5.10. Malfunction of the product, as a result of damage caused by the random events, not depending on the Guarantor and operating conditions, e.g. occurred as a result of fire, flood, burglary, etc.

5.11. The Guarantee does not cover defects caused by any interference with the product, changing its original appearance, such as:

- shortening the doors,
- planing the doors and its side surfaces (rebate / notch),
- installation of additional mouldings and ferrules,
- cutting holes,
- repairing the door by unauthorized persons.

5.12. The Guarantee does not cover the products which were mounted despite of visible defects or inconsistencies with the order. Installation of hinges and additional accessories is considered as the beginning of assembly.

5.13. The Guarantee does not cover incomplete or damaged products, which due to this fact were bought at a lower price, which the customer was aware of at the time of purchase.

6. Consideration of the claim.

6.1. In order to verify the claim, Classen-Pol S.A. reserves the right to inspect and evaluate the defective product at the place of assembly at a time arranged and can demand presenting additional information, necessary for considering the claim.

6.2. Consideration of the claim will take place not later than within 21 days from receiving the notification.

6.3. Classen-Pol S.A. has the right to inform about the decision concerning the claim by: a letter, phone, e-mail or in a retail shop, where the customer bought the defective product.

6.4. Deadlines for execution of the repair or replacement of the products will be determined each time on an individual basis, however always in line with the provisions of this Guarantee Card.

7. Guarantor address.

Reception of a claimed product and the execution of the Guarantee repair of a product can be performed only by Classen-Pol S.A. with its seat in Zwonowice or people authorized by it. All claims should be reported in writing in the place of purchase of the product or directly to the manufacturer (guarantor), i.e.:

Classen-Pol S.A. ul. Wyzwolenia, 44-292 Zwonowice, k. Rybnika, Poland, phone: +48 32 42 92 064

.....
date and place of purchase

.....
seller's signature and stamp

The Guarantee period is extended by further 12 months if purchased products are installed by Authorized Assembly Teams (with the current authorization) and this fact will be confirmed with a proper stamp in this Guarantee Card. The Guarantee period is counted from the date of sale indicated on the purchase order (invoice).

Internal interior door of Classen system, equipped with ventilation sleeves do not meet the requirements included in the Ordinance of the Minister of Infrastructure of 12 April 2002 on the technical conditions to be met by buildings and their location, i.e. § 79.1 and they do not meet the requirements of the technical approval no. AT-15-8785/2011 of 2011 in section 3.1.9 - „Ventilation elements“ (ventilation surface is less than 0.022 m²). In connection with the above, they are not intended to be used in sanitary facilities.

