

GENERAL PROVISIONS

1 Sascho Timber Windows hereinafter referred to as Producer on gives warranty on their windows from the date of sale for the period: - 5 years on the windows made of pine wood - 5 years on paintwork

2 Obvious defects of the above periods will be repaired free of charge. The repair or replacement of the product determined by the Manufacturer.

3 Warranty does not include periodic inspections and cleaning and maintenance. The user is obliged to implement them on their own and at their own expense at least once a year (recommended).

4 The manufacturer is not liable for any costs over the cost of repairing the fault.

5 The manufacturer shall, within 14 working days of receipt of notice in writing to declare whether it finds a complaint or deny the existence of the defect.

Defects during the warranty period will be repaired free of charge within 21 working days from the date of the written complaint recognition and confirmation by the manufacturer.

6 The complaint must be lodged with the manufacturer or the retailer where you purchased the product. Admission claim to have paid 100% of the invoice description of the defect, the number of purchase document and telephone numbers and e-mail.

7 In the case of an unjustified complaint, you cover the cost of repairing defects of any repair, adjustment, lubrication, and other related costs.

8 In case of failure to remedy the defect, caused by a manufacturer, the purchaser is entitled to replace the woodwork in impeccable condition. Sides must agree about the conditions of the new delivery on a new contract.

9 User is obliged to quantitative and qualitative receipt of the goods against defects in public that can not be the basis for the complaint after receiving window. The disadvantages of public considered incompatible dimensions, divisions, color and mechanical shaft profiles (eg scratches, cracks, chafing).

10. The company reserves the right to ownership of all goods delivered until a payment and such products are not subject to warranty.

WARRANTY DOES NOT COVER:

- Mechanical, chemical, and due to the high temperatures, as well as damage caused by a User
- Damages and damages caused by improper use or improper assembly and failure to comply with the construction standards, arbitrary, in example not approved by manufacturer, repairs, alterations or structural changes of
- Damage caused by repairs by persons not authorized
- Damage resulting from the use of parts other than those used by the manufacturer.
- Damage caused by transport operations carried out in-house by the User
- Damage caused by instability of the structure, in which the products were installed
- Damage resulting from use of the product not in accordance with specifications
- Damage caused by improper protection of windows in the course of construction, inside and outside the building (eg plastering)
- Windows, in the case of cracks, breakage, scratching the outer surface stains caused by chemical or thermal factors (eg sparks), misting the inside or outside of the room, which is characteristic of poorly ventilated room or weather conditions
- Hardware, in case of damage caused by contamination (eg, plaster, mortar, etc.), damage caused by improper handling, lack of periodic lubrication of seals leading wing

INFORMATION

The delay in the complaint does not occur when the manufacturer's report at the agreed date to the complaint and could not do so to make the User's reason or the independent factors (eg, weather).The term of the

complaint shall be extended if the resulting time delay. If you double- impossible to repair, it is believed that User resigned from warranty claims.

Factory windows Sascho Timber Windows reserves the right decision in determining liability by way of damage (destruction) of the windows, while agreeing to refer the matter to an independent expert or institute agreed between the parties and to respect the results of expert opinions published in this mode, and the costs of expertise cover page page against the decision.