DEVOREX®

ENJOY BUILDING WITH US!

Management System ISO 9001:2015
TÜVRheinland CERTIFIED
www.tuv.com ID 9105046246

LIMITED WARRANTY

The Declaration of conformity to the standards BDS EN 15534-1: 2014 + A1: 2017 guarantees to our customers the quality of the WPC Decking Devorex system, namely, terrace boards, joists and composite finishing strips for 3 years from the date of purchase in accordance with the WPC Decking Devorex General Warranty Terms, in scope of:

- ✓ **Preservation of mechanical properties**
- ✓ **Cracks**
- ✓ **Deformation**

The WPC Deking Devorex system has additional 25 years of warranty in scope of:

- ✓ **Decay and rotting resulting from the action of bacterial fungi**
- ✓ **Damage caused by insects (termites), counting from the date of purchase in accordance with invoice**

We undertake without delay to bring products with manufacturing defects in a state of fitness for their normal use at our discretion to replace or repair the products.

Claims under this warranty are made by presenting the cash receipt or invoice for the purchase of the goods within 25 years from the date of issue.

For more information, please refer to the general warranty conditions of **WPC Decking Devorex**.

SIGNATURE:

STAMP: DEVOREX PLC. BULGARIA DEVOREX БЪЛГАРИЯ ДЕВОРЕКС ЕАД

GUARANTEE CONDITIONS

1. The guarantee shall be valid only for composite profiles installed in the European Union.
2. The guarantee shall be granted only for defects inherent in products.
3. The guarantee shall not cover defects caused by:
    - improper installation inconsistent with the installation instructions,
    - improper handling of the product,
    - damage caused by random events,
    - damage caused by third parties.
4. The guarantee shall not cover:
    - changes, deformations, cracks, etc. resulting from excessive overload or caused by impact or static load,
    - changes resulting from normal wear during operation, e.g. mechanical scratches, stains caused by the action of greasy acids, acids, caustic solutions, etc.,
    - changes in the geometry of the system resulting from the movement of the terrain on which the terrace system is located, as well as resulting from improper mounting or installation,
    - changes in the product dimensions occurring after installation and resulting from the expansion of the material as the temperature changes,
    - changes in the color, structure or shade resulting from the process of seasoning (aging) and uneven operation of atmospheric factors, especially resulting from, for example, uneven irradiation, at the same time, of a fragment of the surface,
    - color or visual differences between products from different deliveries of composite profiles,
    - changes resulting from the impact of the environment, e.g. polluted air, acid rain, algae, molds, etc.,
    - changes resulting from the use of maintenance or cleaning agents other than those recommended by the manufacturer,
    - changes resulting from force majeure: flood, fire, hurricane, subsidence, etc.
5. The guarantor reserves the right to cease the manufacture of the product, its modifications and changes of its color palette.
6. The guarantor shall not be liable in the case when the product to be replaced differs with color form the other previously installed system elements.
7. During the first weeks of use, the products are subject to the local seasoning process and can change color until stabilization is achieved in specific climatic conditions prevailing at the place of use. This is not a defect of the product and the Manufacturer does not give any guarantee for those changes.
8. In case of finding a system defect, the Buyer shall be obliged to immediately - up to a maximum of 14 days from the detection of the defect - file a written complaint with the seller directly, giving the description and type of reservations. The original of this guarantee and the purchase document should be attached to the above-mentioned letter.
9. The guarantor may, in order to verify the claims notified, request an inspection at the place of installation on the date set by the Parties and ask for additional information or explanations. Refusal to conduct a visual inspection or lack of explanation of the issues raised necessary to assess the claims submitted results in the failure to accept the complaint.
10. The buyer, after finding the defect, shall be obliged to leave the product intact until the decision of the Guarantor about the further manner of proceeding. Making any changes, cleaning, repairing, dismantling without the consent of the Guarantor shall result in the automatic expiration of entitlements under this Guarantee.
11. In the event of guarantee claims involving the replacements or return of goods, the Buyer shall prepare the material in a manner allowing efficient and safe transport.
12. The return of purchased products that prove to be inconsistent with the order or have visible defects may be made only before the installation of the products, but not later than within 7 days from the time of receipt of the products from the Manufacturer-Seller. The returned products must be in a state that shows no signs of use.

GUARANTEE OBLIGATIONS

1. The Guarantor shall specify in writing the complaint procedure within 14 days from the date of receipt of the application to DEVOREX PLC.
2. If the complaint is accepted, the Guarantor may reduce the price of the goods, replace the goods with goods free from defects or, if it is not possible to deliver the same product, it will provide a substitute product that has similar properties.
3. All costs except transport costs (installation, dismantling, storage, etc.) are not covered by this guarantee.
4. This guarantee shall not exclude, limit or suspend the rights of the Buyer under the provisions of the warranty for defects in the item sold.