

TERMS AND CONDITIONS OF THE RECEPTION, STORAGE AND WARRANTY OF DOORS

Definition of the warranty

The manufacturer (Kaskipuu Oy) grants the products it designs and manufactures a warranty regarding potential defects in their structure, materials or manufacturing. The manufacturer (Kaskipuu Oy) is not responsible for the periods of warranty granted by its material suppliers to the extent that they exceed Kaskipuu's period of warranty.

Period of warranty

Construction companies and housing/property companies

When the manufacturer (Kaskipuu Oy) delivers products to construction companies or sells them to housing and/or property companies pre-installed, i.e. when selling products to non-consumer customers, terms and conditions agreed upon in a construction or other delivery agreement apply primarily, with these terms and conditions in secondary position. The period of warranty begins when the product is handed over unless otherwise agreed.

Consumer sales and resale

Panel doors for entrances and balconies:

- Material and structural warranty for three (3) years and
- Warranty against twisting and bowing for fifteen (15) years.

When both dimensional conditions are met:

Wider than M11 and taller than M21

or wider than M10 and taller than M23:

- Material and structural warranty for two (2) years and
- Warranty against twisting and bowing for three (3) years.

Kaski wooden design doors:

- Material and structural warranty for three (3) years
- Warranty against twisting and bowing for ten (10) years

Panel doors for entrances and summer houses as well as wooden storage space doors (thickness 42 mm):

- Material and structural warranty for one (1) year.

Thermally insulated doors for storage spaces (thickness 62 mm)

- Material and structural warranty for two (2) years.
- Warranty against twisting and bowing for two (2) years.

The warranty begins on the day when the product is delivered or, in case of Kaskipuu installation sites, when handed over.

The validity and limitations of warranty

The warranty is only valid if the product has been stored, installed and maintained according to the given storage, installation and maintenance instructions and no hooks or other additional parts have been nailed, screwed, glued or otherwise attached to it.

The product can be delivered to the customer without an inspection on delivery with the customer's consent but in this case, the customer accepts responsibility for potential defects. The transport container can not be used for long-term storage.

Products may not be covered during or after construction as this may increase the thermal stress on them. Normal ventilation should be taken care of in all conditions. The warranty does not cover damage caused in this way. In addition, the warranty does not cover broken glass caused by the use of dark blinds or window covers. In investigating deviations in glass features, we follow the instructions laid down in the criteria of The Finnish Association of Flat Glass. (Suomen Tasolasiyhdistys Oy)

The manufacturer does not compensate for damage caused by incorrect storage or installation. The manufacturer is not responsible for damage caused by external deviations, such as humidity in the building, unusually humid conditions or construction defects.

The manufacturer's warranty does not cover the disassembly and repair of jamb structures in connection with potential warranty repairs.

The material and structural warranty does not cover surface cracks and colour changes on the door caused by sunlight or water.

The structural warranty and the warranty against twisting and bowing do not cover doors that are installed in exceptionally humid environments. For example:

- The door has been installed on a straight exterior wall with no overhang so that the door and frame structures are exposed to water and humidity.
- The door has been installed in a space leading to a humid washroom or lavatory.

The structural warranty or warranty against twisting and bowing does not cover products that have been toned black (all shades of black). Kaski-Black products have a normal warranty.

The structural warranty does not cover products that have been installed in saunas, bathrooms or other spaces with higher than normal humidity.

The warranty against twisting and bowing is not valid if the paint surface or surface structure is not intact.

The paint warranty is valid if products installed in challenging conditions (e.g. islands and coastal regions) have been treated with appropriate surface treatment.

The end user is responsible for tightening and oiling the buttons, key cylinders and lockbodies of the window; this should be done annually as a part of the normal inspection and maintenance routine. The warranty does not cover damage caused by loosened screws or neglected oiling.

If a correctly installed door permanently twists or bows more than 5 mm, Kaskipuu will deliver a new door panel to the customer; in case the product is replaced with a new part, the warranty covers the delivery of the new part excluding installation.

Notifying Kaskipuu of a defect

The customer is responsible for checking the products as soon as they arrive. Potential damage during transportation must be recorded in the consignment note, and the resale store must be notified of the defect without delay. If the customer does not notify of defects occurred during transportation within 7 days of the delivery of the product, the manufacturer is not responsible for compensating for the damage occurred during transportation. A defective product must not be installed. If such a product is installed, the product warranty will be void.

Products manufactured by Kaskipuu are marked with identifying labels that state the details of the original order and product information. In order to process your matter more quickly, prepare to state the identification code. The manufacturing date can be tracked down using the order number, and it also provides a secure way of ordering more products.

Repairing defects

The manufacturer undertakes to repair any manufacturing or material defect that is potentially detected in a product manufactured by them if the buyer has notified the manufacturer of said defect in reasonable time.

If possible, defects that are Kaskipuu's responsibility will primarily be repaired locally, or if this is not possible, a new,

corresponding part or product will be delivered to replace the defective product free of charge. The parts or products being replaced belong to Kaskipuu.

If repairing the delivered product requires disassembly and re-building of fixed structures (e.g. plastering), the customer is responsible for the incurred costs. The repaired or replaced product is not included in the original period of warranty. The parts or products being replaced belong to Kaskipuu.

In regard to products sold to other countries than Finland, (directly or indirectly) the warranty only covers the part or product applicable to the destination country and no other costs. The terms of delivery are FCA shipping to a Finnish harbour or a border crossing.

Repair obligation

The manufacturer undertakes to repair any manufacturing or material defect that is potentially detected in a door or frame manufactured by them if the buyer has notified the manufacturer of said defect in reasonable time. If the defect in the door is due to the buyer's carelessness, incorrect use, storage or installation of the product, humidity during construction or normal wear, the manufacturer is not responsible for repairing the damage. However, if the damage is due to the manufacturer's mistake, the buyer must contact the resale shop. Costs incurred to the manufacturer shall be charged for unjustified claims.

Note

The customer must keep the receipt or the seller's certificate of purchase with the time of purchase and attach it to the notification of a defect. The notification should generally be submitted to the seller or distributor of the door. Additional warranties do not limit liability for errors and consumer's rights as laid down in the Consumer Protection Act. We reserve the right to make changes.

Download the installation and maintenance instructions on our website: <https://kaski.fi/aineistot/huolto-ja-takuuohjeet/>

