

## **TERMS AND CONDITIONS OF THE RECEPTION, STORAGE AND WARRANTY OF DOORS FOR WINDOWS**

Valid from April 2022

### **Definition of the warranty**

The manufacturer 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 manufacturer's period of warranty.

### **Periods of warranty**

When the manufacturer 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**

- The windows have a two-year [2] material and structural warranty.
- The windows have a twenty-five-year [25] anti-rot warranty.
- The seal against humidity in the space between the special glass elements of the window have a warranty of ten [10] years.
- Installations performed by Kaskipuu have a warranty of two [2] years.
- The warranty covers broken glass if the damage is due to a manufacturing defect.
- The warranty does not cover breaks caused by heat from sunlight collected or reflected by darkening (black and other dark colours) Venetian blinds, roller blinds or other sun shades that were installed in factory or after delivery.

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. Black and other dark-colored blinds, roller blinds and other sun protection cause uneven heating of the glass surface of the product. This is accentuated when the glass surface is partially covered. Uneven heating of the glass can cause the glass to break due to thermal shock. The warranty does not cover these damages. In investigating deviations in glass features, we follow the instructions laid down in the criteria of The Finnish Association of Flat Glass.

The manufacturer is not responsible for damage caused by external deviations, such as humidity in the building, unusually high levels of humidity 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 caused by sunlight or water.

The structural warranty does not cover products that have been toned black (all shades of black). Kaski-Musta 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 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.

### **Notifying 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 manufacturer.

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.

In regard to products sold to other countries than Finland, 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 window or frame manufactured by them if the buyer has notified the manufacturer of said defect in reasonable time. If the defect in the window 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/>

