

Scope of the warranty:

1. The manufacturer grants warranty to the buyer for the period of **24 months** from the date of the purchase.
2. In order to be eligible for warranty benefits, a warranty card and proof of purchase are required (the document can be downloaded at www.perfectdoor.pl).
3. The warranty applies to all products manufactured and sold by the PerfectDoor company.
4. The warranty only covers the physical defects of the product itself, hidden and not visible at the time of purchase, and revealed during the warranty period.
5. The manufacturer bears the costs of delivering the product to a **retail outlet**.
6. **The guarantor decides within the period of 14 days** on the manner in which the warranty is to be dealt with.
7. The warranty does not limit buyer's rights arising from the nonconformity of sales contract.
8. Our products are based on the data contained in the Technical Approval number AT-15-7673/2015, which allows the following defects of flatness:

MEASUREMENTS

Deviations in the measurements of rebate clearance should be in accordance with ZUAT-15/III.16/2007 and be maximum **+ 2 mm - 1 mm**

Deviations in the measurements of door leafs should not exceed the range of deviations allowed for tolerance class 2 according to PN-EN 1529:2001, which means +/- 1.5 mm (deviations in width and height) and +/- 1mm (deviations in thickness).

Deviations from the nominal values in the measurements of wooden door frames should not exceed the range of deviations specified in ZUAT-15/III.16/2007, which means outer width and height +/- 5 mm, opening dimensions up to 1m +/- 2 mm, above 1m +/- 3 mm, section thickness +/- 1 mm, section width +/- 2 mm

LEAF SQUARENESS

Deviations from leaf corner squareness should not exceed deviations allowed for tolerance class 2 according to PN-EN 1529:2001, which means 1.5 mm

LEAF FLATNESS

Deviations from leaf corner squareness should not exceed deviations allowed for tolerance class 3 according to PN-EN 1530:2001, which means: corner flatness deviation should not exceed 4 mm, longitudinal bend (towards height) should not exceed 4 mm, transverse bend (towards width) should not exceed 2 mm.

Warranty conditions:

1. All defects should be reported in writing to the **point of purchase**.
2. **Photo documentation** constitutes the grounds for examining the complaint. The documentation has to include:
 - a. Photo of the packaging.
 - b. Photo of the whole product.
 - c. Photo precisely depicting the object of the complaint.
 - d. Photos of labels and control stamps placed on the product and packaging in places described in the manual.
 - e. In case of deviations of dimensions or holes, filled measurement card available at www.perfectdoor.pl.

3. **Apparent defects** (in particular nonconformity of the product with the contract and external mechanical damages) must be reported immediately during the receipt of the goods at the point of purchase.

4. Apparent defect is a defect, which fulfils all of the following:
 - a. Is visible from not less than 1.5 m.
 - b. Is visible with naked eye under diffuse daylight conditions.

Other defects should be reported within 7 days from the date of purchase, but before installation.

5. In case of disclosure of defects due to transportation, damages protocol should be written down and should be attached to the complaint documentation.
6. Hidden defects should be reported within 14 days after being revealed.
7. Installation should be done according to good engineering practices and assembly instruction available at the manufacturer's website.
8. The warranty ceases to be valid:
 - a. when structural changes not in accordance with assembly instructions are made;
 - b. when fittings are placed in case of hidden defects;
 - c. due to inappropriate transportation or storage;
 - d. due to inappropriate protection against external condition, including moisture and UV;
 - e. due to inappropriate assembly or utilization;
 - f. due to defects caused by negligence of the buyer.

Warning!

Permitted changes in design without the loss of warranty include shortening of door leaf by 30 mm at most.

9. The warranty does not cover:
 - a. Damages to the coating due to inappropriate conservation, cleaning or use of inappropriate protective tapes.
 - b. Damages due to normal wear and tear.
 - c. Differences in shades (for example decorative grooves) due to imitation of natural structure of wood or due to production technologies.
 - d. Spot discolorations due to manufacturing processes.
 - e. Damages of elements due to swelling of the material caused by moisture.
 - f. Products other than first sort.
 - g. Damages due to fortuitous event or natural disaster.
10. Maximum cost of defect removal is limited to the value of product at purchase.
11. Defect removal takes place within 60 days from the acceptance of the claim. The time limit is extended as a result of buyer's fault, periodic production breaks, holiday breaks or disruptions beyond the control of the guarantor. The buyer will be notified of the causes immediately after their occurrence.



www.perfectdoor.pl

Warranty Card
Door leaves
and
door frames

