HAUFEN
wooden windows

WARRANTY NO.

Warranty & Terms

WARRANTY PROVIDER

HAUFEN MIKE · 43 Marathonos Ave., Pikermi, 190 09, Greece · VAT no. 800796061

Welcome to the HAUFEN family

Dear Customer, we are proud to welcome you to the HAUFEN family.

We assure you that you have chosen an exceptional product of high quality and specification, which over the years will justify the trust you have placed in us.

Our experience in wooden joinery dates back to 1955 and guarantees you an exceptional product as well as high-level technical services.

The excellence of the HAUFEN name and the company's after-sales service give you security and peace of mind at all times.

BUYER DETAILS

Buyer's full name

Project address

City & Prefecture

Invoice / receipt no.

Date

HAUFEN sells and installs Wooden Joinery (Windows, Balcony Doors, Shutters, Entrance Doors and parts thereof) and provides the buyer with the following warranty for these products.

WARRANTY PERIODS

10 YEARS	Durability / stability of the timber
10 YEARS	Manufacturing defects of HAUFEN wooden products and of the wooden parts that make them up
10 YEARS	Proper installation & correct fitting of the joinery

5 YEARS	**Paint coating** The paint warranty is valid only if the cleaning, care and inspection procedure is carried out 2 to 3 times a year, as described in the relevant use/maintenance manual (p. 28) supplied with HAUFEN joinery. Performance of the care procedure is certified by the corresponding work-completion form included in the HAUFEN manual, which the buyer must send to the company regularly, at the same time as the maintenance is carried out. HAUFEN may, at its discretion and after notifying the buyer, carry out an on-site inspection to verify compliance with the cleaning and maintenance procedure described in its manual.
5 YEARS	**Glazing: resistance to moisture appearing inside the double glazing unit, i.e. in the sealed cavity (air chamber) between its panes**
10 YEARS	**Proper operation of ROTO, MACO, G-U and SIEGENIA hardware on windows & entrance doors, in accordance with the terms of the respective supplier**
5 YEARS	**Smooth operation of the standard metal parts of ROTO and MACO shutters (oxidation/corrosion not covered)** For Didieffe stainless steel (Inox) shutter hardware, oxidation is also covered.
5 YEARS	**Window & entrance door gaskets**

01 Scope of the warranty

The warranty is valid exclusively within Greece. It covers exclusively and only products sold and installed by HAUFEN within the territory of the Hellenic Republic.

“Warranty” means the resolution by HAUFEN of any problems arising in its products, in accordance with the terms of this warranty, at no cost to the buyer. The method of resolving the problem lies at the absolute discretion of HAUFEN, which has the exclusive right to choose whether to fully or partially replace, or repair, the defective product, depending on the nature of the problem, the means available to it and the prevailing circumstances in general.

The warranty periods are those specified above for each individual product. The warranty begins on the date of delivery of the products to the buyer, as more specifically defined below.

02 Warranty terms & conditions

The warranty is valid subject to the following terms & conditions:

01 This warranty is defined and provided for product orders executed directly by HAUFEN and installed under its responsibility by its own technical crews. If HAUFEN products were sold and installed through a cooperating professional reseller, the warranty to the end customer is provided by the reseller under its own responsibility.

02 This warranty covers exclusively and only the first buyer of the joinery, i.e. the beneficiary for whom HAUFEN has issued all legal sales documents (delivery note, retail receipt or sales invoice). This warranty is personal; it is not transferable, may not be assigned in any way, and does not apply in favour of third parties connected to the buyer by any relationship whatsoever.

03 The warranty is in force from the day the products are delivered to the buyer. The delivery date is defined as the day the products are dispatched from HAUFEN’s warehouses, as evidenced by the legal accompa-

nying documents (delivery notes) issued for each order.

04 Specifically regarding the warranty for proper installation and correct fitting, it is valid only if, immediately after installation is completed, the buyer (or an authorised representative) co-signs HAUFEN's joinery delivery / acceptance form together with the crew's technical supervisor.

05 Failure to pay for the order within the agreed time, as well as failure by the buyer to meet any contractual obligation, automatically cancels all rights granted under this warranty, and HAUFEN bears no liability whatsoever to the buyer under it.

06 The buyer must use the products and observe all prescribed routine maintenance procedures within the specified time limits, in accordance with the instructions for use and the precaution and safety rules set out in the product use and maintenance manual that accompanies this warranty.

For the care and maintenance of HAUFEN products, the buyer must use the genuine care and maintenance products recommended by the company. The "Haufen kitbox" cleaning and care kit, available from HAUFEN through its network, contains the appropriate care and cleaning materials and is supplied to customers at cost price. The buyer must keep copies of the legal purchase receipts in order to prove the use of genuine products for the maintenance of HAUFEN joinery. The use of non-genuine HAUFEN maintenance products — and all the more so the use of unsuitable or inappropriate maintenance materials — constitutes grounds for exclusion from this warranty.

The buyer must keep a written record of all routine maintenance work and any other work carried out, by completing the relevant form included in the HAUFEN use & maintenance manual, in accordance with the schedule set out in the manual, which always accompanies the warranty. A copy of the work report must be sent in real time by post, fax or electronically to HAUFEN's contact details. The work certification form is available on the haufen.gr website. Failure to follow this procedure constitutes grounds for exclusion from the warranty.

07 The buyer must inform the company without delay of the appearance of a problem, and in any case promptly and before the damage spreads to other parts of the product in a way that would make its repair difficult or impossible. The company reserves the right to exclude from this warranty, in part or in whole, the repair of damage caused by the buyer's culpably late notification, if this resulted in further spreading of the damage or worsening of the problem.

08 During the warranty period, any complaint by the buyer must be confirmed in writing within 8 (eight) days of discovering the problem; otherwise it is deemed unjustified. The buyer must prepare and send the company a written report containing a detailed description of the problem, photographs of it where the nature of the problem permits, the buyer's full details, the full address of the building where the goods are installed, a copy of the legal purchase receipt/invoice, the completed warranty form and the maintenance certification documents.

09 HAUFEN will respond to the buyer's written complaint within 8 (eight) days of receipt and, if the complaint is complete and justified as set out above, the company will send a technical expert to confirm the problem and determine whether it is covered by the terms of this warranty. If the problem is covered by this warranty, the company shall resolve it as soon as possible and in any case within a reasonable period, after informing the buyer.

For joinery installed outside the Prefecture of Attica, HAUFEN reserves the right to request in writing that the Buyer pay in advance a monetary deposit covering the crew's costs in the event of an unjustified visit to the site. In the case of a justified call by the buyer (i.e. if actual product problems covered by this warranty under its terms are found), this amount will be refunded to the buyer in full immediately. Conversely, if after the crew's visit to the buyer's premises it is found that the problem is not covered by this warranty,

or that there are grounds for exclusion from it, the deposit is forfeited to HAUFEN to cover its related expenses. The deposit amount depends on the costs required for the round trip of at least one vehicle & technician to the Buyer's premises.

10 The method of remedying each problem lies at the absolute discretion of HAUFEN. HAUFEN will obtain the appropriate spare parts and carry out the necessary repair or replacement work in the technically appropriate manner and in accordance with the high standards applicable to its products and services. HAUFEN will resolve the problem as quickly as possible, depending on the materials and means available to it, and in any case within the warranty period as defined herein.

If HAUFEN replaces individual components or replaces products in full, the warranty for these new components/products is not renewed from the time of replacement; instead, the remaining period until the expiry of the original warranty applies to them.

11 The warranty is valid for products manufactured with dimensions and other technical requirements and limits that comply with the rules of professional door and window manufacture, and with the standards and guidelines of the manufacturer and of the suppliers of the individual components (finishes, hardware, glazing, etc.). Products manufactured and installed outside HAUFEN's dimensions, technical specifications and standards at the customer's request are excluded from this warranty.

12 For all exterior joinery (windows, balcony doors, shutters, entrance doors) installed in (built into) the building, appropriate provision must have been made during the building's design so that it is not installed flush with the exterior face of the wall, but at least 15 cm towards the inside of the reveal, so that it is protected and not directly exposed to weather conditions such as heavy rain, snow or constant sunshine. Exterior joinery installed at the buyer's premises in breach of this provision is excluded from this warranty.

03 The warranty does not apply in the following cases

a If the products (windows, balcony doors, shutters, entrance doors) and their parts have not been properly maintained in accordance with the instructions of the HAUFEN use & maintenance manual that accompanies this warranty and is published on the company's official website (www.haufen.gr).

b In the case of use that is improper or inconsistent with the nature of the product, forceful use or overloading of the joinery, as well as mechanical damage caused by the buyer's negligence or intent or by unforeseen events, or damage (scrapes, knocks, etc.) to the surface of the products caused by pets or people.

c If the products cannot be installed for reasons attributable to the buyer and are consequently stored, under the buyer's responsibility and at the buyer's wish, in a space directly exposed to the weather (rain, snow, strong sunshine with high temperatures, etc.), or in an enclosed space with high humidity and poor ventilation. In general, the warranty does not cover the buyer's claims for damage, deterioration or loss that may occur while the joinery is stored at the buyer's premises under the buyer's responsibility before installation. Warping of the timber and deterioration of the paint are not covered if the joinery remains stored without being built into the building for more than thirty (30) days from the date of issue of the corresponding delivery note — even if it remains in HAUFEN's warehouses — provided that the non-installation and storage are attributable to the buyer.

d If the joinery was installed in a building with new masonry without appropriate ventilation conditions during its construction and subsequent use, such as: increased moisture in the masonry because the time needed for it to dry has not elapsed; masonry that has not been properly plastered and insulated and therefore accumulates moisture; stone walls which, due to poor workmanship, allow water and moisture to

enter through the joints; installation on marble sills whose ends do not extend at least 1.5 cm into the masonry; marble sills not properly jointed at their connection points or lacking the correct slope to drain water towards the outside of the building.

e For joinery installed in WC areas that get wet from shower use; for joinery installed in a building located at an altitude above 2,000 metres or less than 200 metres from the sea, as the effect of seawater on the joinery and its parts is direct; for joinery directly exposed to seawater or other aggressive substances; for joinery installed on sides of the building with no canopy or reveal to protect it, or that is systematically exposed to heavy and frequent rain; for joinery installed, at the Buyer's request and responsibility, at a level lower than the building's exterior floor; for metal parts exposed to aggressive substances, to seawater or to atmospheric pollution/dirt (e.g. urban areas with heavy-traffic roads, industrial areas with excessive emissions, etc.); for damage due to overheating of glazing units shaded by interior blinds when exposed to strong sunshine.

f Products manufactured at the buyer's request (and despite HAUFEN's warning and advice) with deviations in dimensions and other technical requirements and limits as defined by the rules of professional wooden joinery manufacture (standards and guidelines) of the manufacturer or of the component suppliers are excluded from this warranty. The manufacture and sale of such products will be noted on the warranty form and/or on the relevant sales documents at the time of sale by the company, so that there is no dispute regarding their coverage under this warranty.

This warranty also does not cover types of glazing used at the buyer's request contrary to HAUFEN's recommendations, or glazing supplied by the buyer (e.g. stained glass, etc.). Possible imperfections in the glass are assessed according to the visual-quality (clarity) standards used for glazing installed in buildings.

g Excluded from the watertightness warranty are: all door-windows fitted with a low threshold/sill that does not project more than 2.9 cm above the floor; wooden linings/frames installed flush with the exterior wall; and shutters that open 180 degrees or that, when open, project beyond the exterior face of the wall (flush with the masonry).

h Warping of the timber in shading elements such as exterior shutters and interior shutters of all types, which does not affect the operation of the joinery and occurs due to the nature of the product and/or the way it is used — e.g. sections of shutters, especially those left permanently open without being secured, misused, or secured in the wrong position. These products may show warping, which however does not affect their operation, as they can return to position when locked and/or unlocked by the catches.

i Claims by the buyer for reimbursement of amounts paid to third parties to remedy failures or damage to the product are excluded from this warranty, unless HAUFEN's prior written consent has been obtained. The warranty also does not cover the buyer's claims for damage, deterioration or loss caused to HAUFEN products by the buyer's other trades working on the building before, during or after the completion of HAUFEN's installation work. Also excluded are claims for damage, deterioration or loss caused by acts of terrorism, theft, fire, earthquake, or weather conditions officially classified as extreme weather events (natural disasters, extreme snowfall, hurricanes, storms); for damage caused by animals, insects of any kind or birds; and for damage to or changes in the paint coating resulting from mechanical or chemical effects on the product surface (knocks, scrapes, cleaning with unsuitable materials) or from abnormal / unusual pollution.

j If the buyer performs or requests surface maintenance using paints of the buyer's own choice and supply whose characteristics do not meet the specifications & requirements for exterior joinery.

Colour choices for the surface of the wooden parts of the joinery using light-coloured varnishes (due to the low content of pigments that protect the coating) or very dark colours (because they concentrate high temperatures from solar radiation) may damage the paint and cause strong shrinkage/swelling and cracks.

k Any oxidation/corrosion of perimeter hardware, screws, nails, hinges, iron fittings, shutter catches and, in general, all metal parts on the inside or outside of the joinery, unless such a warranty is exceptionally provided by the manufacturer of the metal product/component. Insect screens of all types are also excluded from the warranty after their delivery.

l Wood is a natural material; consequently, its natural characteristics such as grain, colour, differences between individual elements, and shrinkage/swelling in length or cross-section that do not hinder the functionality of the joinery do not in any case constitute a defect and therefore are not covered by this warranty. Likewise, the following do not constitute product defects covered by this warranty: reduction of gloss and coating thickness and changes in colour tone and in the "shades" of the wood resulting from natural ageing and atmospheric effects on joinery exposed to strong solar radiation; colour differences in the paint between parts of the joinery exposed to solar radiation and parts located inside the house or shaded by a canopy; and any differences in shade between a colour-chart sample and all or part of the joinery, resulting from natural pigments as well as from the structure and age of the wood, which therefore absorbs colours differently.

Furthermore, shutters do not provide complete blackout; light entering through exterior and interior shutters during their use is therefore not a defect covered by this warranty. Finally, phenomena such as the exudation of resin or other substances contained in the wood, which are a consequence of the natural material, do not constitute a product defect.

> In any case, and in addition to this warranty, the buyer retains all relevant rights provided by applicable consumer protection legislation. The consumer has been informed of the content of this warranty, the terms of which are also published on HAUFEN's official website.

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Stamp – signature of the warranty issuer

Date ____ / ____ / ____