

Warranty

Dear customer,

The product you received has been manufactured with high quality materials and according to the standards of construction for home doors EN 14351

TEHNI S.A. implements ISO 9001 - 2015 Quality Assurance system while door production is done with Factory Production Control based on the above standard. All TEHNI doors are CE marked and have certifications from internationally recognized institutes.

WARRANTIES

**RAL Powder Coating: 10 years, Wood Imitation coating: 5 Years, Glass Water Tightness: 3 Years
Mechanical Accessories: 2 years
Electric/Electronic Parts: According Supplier/Manufacturer, LED Lighting: 1 year**

REQUIREMENTS

All products must be inspected upon receipt for any defects. The recipient should check and sign if the product received is in good condition. In case of damage, TEHNI must be notified immediately, with photographic evidence of the damage. Damaged products must not be installed until the damage report is accepted by TEHNI.

To begin the claim procedure, submit by noting the CE number and the order code of the purchased product, with a detailed explanation of the defect, with photos or videos.

If the product is installed, despite the fact that an error has been detected, then the warranty is not valid.

In addition, Warranty does not apply in the following cases:

- For minimal imperfections in dimensions, construction and painted surfaces, which are not visible from a 3 meter distance (externally) and 2 meter distance (internally) in normal daylight.
- For color differences in relation to the color in the printed catalogue or in the online application Door Configurator.
- For variations in wood imitation paints (sublichromia) between the profiles, the door surface or the decorative elements, due to the painting method.
- For the deviation in the shades of the glass, which is a consequence of the position, placement and surface of the windows.
- In case of damage caused by mechanical or chemical effect on the surface, due to environmental pollution, by unprofessional and poor treatment or overloading of the door.
- If the damage has been caused by inadequate transportation and storage of the product
- If the installation has not been done by professional installers and in accordance with the company's instructions
- If its electronic accessories were not installed by a professional electrician or if the installation or wiring instructions were not precisely followed.
- If the maintenance of the product was not done according to the instructions of TEHNI as mentioned in the Maintenance and Use Guide.
- If the product's payment has not been completed (within 30 days after the receipt).
- If the door has been used for any purpose other than that produced, as stated in the CE form.
- If an accessory offered was not initially guaranteed for a specific component or for a specific construction
- If accessories not included in our guarantee list are included in the offer.
- In case of violent use or major force damage (natural disasters, explosions, fires, storms, extreme weather conditions, etc.)

GENERAL TERMS

This warranty is for the end buyer and first owner and cannot be transferred to subsequent owners without the special written permission of the seller. If TEHNI acknowledges any defect and as long as one of the above reasons does not invalidate the warranty, then it has the obligation to either: a. Repair the defective item. b. Provide a new remade product c. Return the original purchase price of the product. The option of the way to satisfy the customer is in the sole responsibility of TEHNI.

Repaired or replaced parts are guaranteed on the same terms for the rest of the warranty period. TEHNI as a seller reserves the right to discontinue or change any product at any time without notice and, if the product or item subject to warranty is not yet available, TEHNI may select and provide a product or item of similar quality and price like the original.

In a component failure occurs due to any of the above exceptions, the seller reserves the right, in particular, to charge such items at the appropriate cost, which is determined upon delivery of such replacement items.