

WARRANTY CERTIFICATE



Thank you for your trust in purchasing JKM Windows brand products. We strive daily to uphold the highest standards. Should any concerns arise, please refer to the warranty conditions provided.

GENERAL TERMS

JKM Windows, hereinafter referred to as the Guarantor, provides a warranty for purchased goods, ensuring that the specified items will be suitable for use in residential and commercial buildings, in line with their intended purpose and relevant regulations, technical specifications, and standards, throughout the warranty periods and as outlined in the guarantee card.

The suitability of products for use in line with their intended purpose is defined as their alignment with the terms of the finalized contract, under which the products were produced or supplied, along with relevant regulations, encompassing technical and construction standards, and in accordance with the specifications and recommendations of the Manufacturer acting as the Guarantor. Upon the Buyer's inquiry, the Guarantor will furnish the details of the Guarantor's specifications and recommendations concerning aluminum fixtures.

Whenever this warranty card mentions joinery, it shall be interpreted as aluminum (ALU) window and door structures.

During the warranty period, the Guarantor commits to repairing the goods at no cost to restore them to their standard functionality by rectifying any defects or issues discovered in the goods, whether originating from the production process or due to flaws in the materials utilized, as outlined in the warranty terms.

The warranty excludes supplementary joinery accessories not manufactured by the Guarantor, even if acquired alongside the joinery, like roller blinds, facade blinds, entrance and garage gates, mosquito nets, and window sills. Such additional equipment is covered by the warranty of its specific manufacturer.

The warranty is only valid within the borders of the Republic of Poland, unless specified otherwise in a separate agreement regarding the territorial scope of warranty validity.

The warranty pertains to the acquired items and is non-transferable. In the event that a third party seeks to claim under this warranty without being a party to the original agreement with the Guarantor, they must provide a valid warranty card or a document demonstrating the transfer of ownership of the warranted items, along with evidence of the purchase date.

If the Buyer assembles the guaranteed goods, the Guarantor's liability is void if any faults, defects, or unsuitability result from improper assembly not following the design or construction guidelines.

In case of an unwarranted complaint, the Buyer must cover the legitimate costs of the warranty service visit to ascertain the presence of reported defects or faults in the goods.

The warranty card provisions do not exclude, limit, or suspend the rights derived from the Civil Code provisions on liability for physical defects, which the Buyer can enforce against the seller.

If the goods are deemed unsuitable for their intended use, it is advisable to promptly lodge a complaint to prevent further deterioration. Neglecting to do so could lead to lasting harm to the frames, door frames, fittings, or glass panes, potentially leading the Guarantor to reject warranty claims.

Warranty claims expire if the complaint is not filed according to the conditions outlined in point III within two months of the Buyer discovering the unsuitability of the goods for their intended use.

Warranty Duration

The warranty period is five years from the product receipt date by the Buyer.

If the buyer of the joinery is an entrepreneur and the purchase is made for business purposes and in relation to its professional activities (e.g. for commercial/service establishments or premises), the Guarantor provides a 5-year guarantee.

The Warranty Period for parts utilized for repairs or replacements conducted under the Warranty is 12 months from the repair or replacement date, but it cannot end before the Warranty period stated in point 1 for the relevant Product.

Upon receipt of the Product, the Buyer must acknowledge any apparent unsuitability of the Product for its intended use, such as mechanical damage to glazing units, window fittings, and door fittings in the form of scratches or cracks, as well as discrepancies in the number of elements, size, division, or color compared to the order information. Should any such issues be identified, the Buyer is required to notify JKM Windows via email at biuro@jkmwindows.com within 24 hours of receiving the Product.

GUIDELINES FOR REPORTING AND HANDLING COMPLAINTS

Complaints should be emailed to biuro@jkmwindows.com.

A comprehensive warranty claim should encompass:

- The contact information of the reporting party, which will serve as the official point of contact regarding the report,
- The location of the installed joinery.
- Where to purchase joinery.
- Invoice number:
- Detailed description of the flaw.
- Photographic documentation in a scenario where it displays the defect (not applicable to functional fittings, for instance).

Complaints will be reviewed within 14 days of receiving them. During this time, the Guarantor will notify the Buyer of the decision to accept or reject the complaint. If the complaint is accepted, the Guarantor will replace or repair the product within 21 days of the decision.

If repair or replacement cannot be completed within the specified period due to the necessity of importing or manufacturing spare parts, the organization of production processes at the Guarantor's facility, or circumstances beyond the Guarantor's control, the repair or replacement timeframe may be extended. The Guarantor will notify the Buyer of any such extension.

The warranty can be fulfilled by repairing or replacing the product, with the decision on how to address a warranty claim resting with the Guarantor.

The fundamental approach to fulfilling warranty obligations involves the complimentary rectification of flaws or imperfections. If rectification without charge is unfeasible or would entail disproportionately high expenses compared to the product's value under complaint, the Guarantor reserves the right to substitute the product with a new one.

As technology advances, design modifications may be made to specific product components within the warranty period. Hence, the Guarantor retains the right to substitute any faulty or obsolete element with another of equal quality and functionality should it be discontinued from the market.

If during the complaint review process it is discovered that the Buyer has not paid the total amount owed for the product purchased, the complaint will not be processed. The Buyer will be notified that the complaint was not considered due to the outstanding payment for the purchased product.

The following are not classified as imperfections:

- Product features communicated to the buyer when concluding the sales contract are not considered physical defects of the goods.
- Non-apparent damage post-installation that does not impact the item's utility value.
- Interference phenomena on glass and other optical effects unique to glass.
- Defects that do not affect the utility value of the goods and are not visible through unaided windows from a distance exceeding 2 m.

Issues may arise when removing the protective film after 48 hours from the product's installation.

- The frame's deviation from a straight line should not exceed 2 mm per 1 m of the window or door's height or width, or 3 mm over its total length. Frame straightness is assessed post-installation in the wall, with the sashes closed.

The warranty excludes defects that arise after the goods have been delivered to the recipient, including:

Mechanical, thermal, and chemical damage, including damage incurred during assembly or transport by a party other than the Guarantor, as well as damage arising from improper or unstable building construction.

Damage resulting from chemicals and adhesive tapes.

The impacts of freezing, condensation, and related occurrences resulting from inadequate climatic conditions indoors or ineffective ventilation.

the repercussions of improper use or inadequate maintenance,

deficiencies, malfunctions, force majeure events (such as hurricanes, floods, lightning strikes, etc.).

Damage to window panes, such as cracks resulting from usage or improper installation by a party other than the Guarantor, Consumables that wear out or necessitate periodic replacement.

Defects and faults arising from the utilization of components from different manufacturers without the Guarantor's consent, Defects and faults arising from relocating the product from its original installation site to a new location.

In case of minor flaws outlined in items 9 and 10, the Guarantor, with the Buyer's approval, can absolve itself from the responsibilities stemming from this warranty by compensating a portion of the product's purchase price, corresponding to the quantity or magnitude of the identified flaw or the extent of impairment in the product's suitability for its intended use.

1.ADDITIONAL WARRANTY TERMS

The warranty provided by this warranty card remains valid upon the Customer's documented performance, at their own cost, of annual inspections of the joinery, at intervals not exceeding 12 months, commencing from the start of the warranty period.

Annual inspections of the joinery should be conducted by service teams of sales representatives authorized by the Guarantor or the Guarantor's service.

To schedule a service appointment, kindly reach out to the showroom of the authorized sales representative of the Guarantor where the purchase was made (the contract was finalized) or the Guarantor's Sales Office.

Documentation of periodic inspection and maintenance of joinery is completed by verifying the inspection conducted by the servicing entity.

1. When performing assembly, service and warranty or guarantee work, the Buyer may not impose the method or technology of performing the work, unless it has been clearly specified in the contract with the client (e.g. the order of installation of windows or doors). Determine the conditions for the performance of work in such a way as to hinder or limit the efficient and effective performance of such work, in particular impose a method of performing the work that results in an extension of the time for performing the work. Request the performance of work (services) beyond the scope of the contract or service order.

1. Carpentry Service

Service Scope:

The inspection of joinery is conducted from within the room. If external work is required, additional work may be necessary. A fee that will be communicated to the client prior to the service being provided.

Inspection and adjustment of fittings: top-bottom, right-left, and door leaf pressure on the frame, standard cleaning and lubrication of fittings, standard cleaning and lubrication of seals.

The service excludes:

Woodwork cleaning.

Post-construction joinery cleaning and washing;

The expenses for replaced components if their replacement is not covered by the warranty agreement;

Repairs stemming from wall instability.

Joinery Preparation (Client):

The customer must ensure access to the structure, such as by moving furniture or other items.

Window sills and window accessories (e.g. roller blinds, blinds) are used to protect floors.

Cost estimation:

The maintenance cost for a single door leaf is PLN 50 gross (excluding inspections and adjustments for fixed glazing structures).

The cost of providing the complete service must not fall below PLN 200 gross.

Travel expenses amount to PLN 1 (gross) per kilometer from the point of purchase to the installation site of the joinery in round trips - cost is calculated separately.

KARTA NAPRAW

DATA ZGŁOSZENIA	NUMER SERYJNY PRODUKTU	PRZEPROWADZONE NAPRAWY/UWAGI	PODPIS SERWISANTA

