

ROKA

Product quality warranty

I. Warranty coverage terms and conditions

1. ROKA (hereinafter also referred to as the „Guarantor”) guarantees that the products manufactured by it (hereinafter referred to as: „Products”) are free from physical defects in materials and workmanship during the warranty period (hereinafter referred to as the „Warranty”).
2. Liability under the Warranty covers only defects resulting from causes inherent in the sold Product. From the beginning of the life cycle of our Products, we ensure the highest quality of the solutions used at the design stage, the supply of materials and components, production, quality control and distribution.
3. The warranty for Products offered by ROKA is granted for the period of:
 - a. 5 years for door construction and finishes used;
 - b. 2 years for electrical components such as motors, buttons, locks, handles, rosettes, mechanical locks and door handles.
4. The warranty period is counted from the time the invoice for a given Product is issued by ROKA's authorized partner (hereinafter also referred to as the „Seller” or „Partner”) or the Guarantor.
5. The warranty covers only those Products that are used in accordance with their intended purpose, the principles of proper assembly and use (specified in the assembly instructions and the instructions for use of the given product) and the conditions of operation, maintenance and cleaning (specified in Annex No. 1 to this Warranty).
6. For components and materials from manufacturers other than the Guarantor, sold by the Guarantor or Partner, such as fittings, electronic components, insulating glass, door coatings, finishes, the manufacturer's own warranty applies.
7. The Guarantor indicates that it is not responsible for the correctness of the construction process carried out by the client and does not verify this process from a legal and construction perspective.

II. Warranty Exclusions - the warranty does not cover:

1. Defects and damages resulting from improper assembly, transport, storage and operation; this point does not apply to the situation in which ROKA undertakes to deliver and install the products;
2. Defects caused by the fault of the client or a third party;
3. Defects resulting from damage caused by alterations carried out by the customer or any other third party;

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ul. ks. Józefa Londzina 31, 43-382 Bielsko-Biała, PL
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4. Mechanical damage caused by, among others, sharp tools or the impact of chemical substances, incurred during use;
5. Defects arising from damages repaired by the customer or a third party;
6. Defects resulting from failures of electrical circuits beyond ROKA's control, such as short circuits, overvoltage or any other problems in the electrical network to which the Product is connected;
7. Damage to products, including glass, that occurred after their receipt;
8. Damage (defects) caused by improper maintenance or repair work carried out by the customer or third parties not acting on behalf of the Guarantor;
9. Damage caused by the use of cleaning agents that may adversely affect the coating of aluminum profiles, fittings, glass and seals;
10. Products to which alterations have been made without the consent of the Guarantor;
11. Defects that remain invisible after installation and do not affect the utility value of the Product (e.g. scratches on door frames);
12. Minor irregularities in dimensions, construction and painted surfaces, where minor irregularities are understood as those that do not affect the utility value of the Product, and in particular those that are not noticeable from a distance of 3m (outside) and 2m (inside), in daylight;
13. Products that are not fully paid for;
14. Products used in a manner inconsistent with their intended use;
15. Products installed despite visual defects identified before or during installation;
16. Products that have not been installed by a professional installer recommended by the Guarantor or Partner;
17. Electrical components that have not been installed by a professional electrician with the appropriate qualifications to perform the installation of electrical components;
18. Damage caused by the impact of weather conditions, if the Product was not properly secured (in accordance with the Guarantor's recommendations contained in the user documentation, such as avoiding direct propagation of sunlight on the product, the need to protect the place of installation and use of the product from direct exposure to sea salt, sand, etc.);
19. Damage (defects) resulting from force majeure;
20. Natural wear and tear of the Product;
21. Differences in the finishes of the finished Products compared to samples/template/marketing materials (e.g. catalogues);
22. Defects in terms of damage resulting from the instability of the ground and walls

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of the building in which the Product is installed;

23. Defects in terms of varying intensity of coloring and color changes on the surface of the Product, which occur due to the natural characteristics of the structure of the composites used to manufacture the Products or are caused by atmospheric conditions.

III. Warranty service

1. Complaint notice (hereinafter referred to as: "Notice") must be submitted immediately, but in no event later than 30 days from the date of revealing a damage/ defect, or from the date on which, exercising due diligence, the customer should have noticed them (whichever comes first), provided that it is covered by the terms and conditions of this Warranty, using the complaint notice form available at www.rokadoors.com, which is also attached as Annex No. 2 to this Warranty Card, by sending it by e-mail to the following address: office@rokadoors.com. Failure to comply with the above deadlines will result in the expiry of Warranty rights. In addition, any defects in the Products must be reported no later than the last day of the Warranty period. Defects reported after this period are not covered by this Warranty.
2. Complaint will be considered provided that it is submitted by the customer in electronic form to the e-mail address of ROKA's Sales Department Representative. To be effective, complaint must be submitted on the form referred to in paragraph 1 above of this chapter and contain at least:
 - a. Product data (including Product type),
 - b. the quantity of the Product subject to complaint,
 - c. indication of the date of sale of the Product,
 - d. date and place of performance of construction services (if such services were performed by the Guarantor),
 - e. a precise description of the defect along with the presentation of appropriate photographic or video documentation,
 - f. delivery documents, invoices, orders and labels of the Product being subject of complaint,
 - g. precise customer request as specified in paragraph 5 below.
3. The Guarantor reserves the right to request the client to provide additional explanations and information related to the submitted complaint, necessary for its consideration. The notice will be considered within 14 days from the date of its receipt in the final version enabling the complaint to be considered. If it is necessary to conduct additional tests or to obtain additional explanations and information related to the submitted complaint, this period may be extended, of which the client will be immediately notified. The client will be informed about the outcome of the complaint in writing or by email. Client may not agree to extend the complaint consideration period referred to in this section, and in such a case the Guarantor

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shall issue decisions on the complaint consideration based on the information and documents available to him.

4. If the complaint is accepted by the Guarantor, the agreed corrective and repair measures will be carried out within 30 days of the Guarantor's decision to accept the complaint.
5. During the Warranty period, the Guarantor undertakes to remove the defects recognized in accordance with paragraph 4 above. In the event of a justified complaint, the Guarantor will take one of the following actions:
 - a. repair of the defective product within 30 days of the acceptance of the complaint referred to in paragraph 4 above,
 - b. replacement of the product with a new one free from defects within 10 weeks of the acceptance of the complaint,
 - c. price reduction of the defective product equivalent to the value decrease of the defective product, within 30 days, if other options are not possible or they would impose excessive costs on the Guarantor.
6. The Guarantor reserves the right to decide on the method of resolving the complaint, in particular, if the method chosen by the client is impossible to implement or would impose excessive costs on the Guarantor.
7. In the event of a request for a price reduction (paragraph 5 letter c above), the client should appropriately justify the amount of the price reduction.
8. Until the complaint is considered, the Product under warranty procedure should remain in the form in which it was delivered and installed. The Guarantor shall not be liable for any actions by the client in relation to any attempted repairs by the client or any other third party.
9. The client will take all possible measures to minimize any damage associated with the use of the defective Product. In the event of failure to implement the above-mentioned measures by the client, to the extent of the damage that could have been reduced, if the client had taken such measures, the Guarantor shall not be liable.
10. A representative of the Guarantor or another entity indicated by him may appear at the place of installation of the Product – if such a need arises.
11. The parts replaced are the property of ROKA.
12. In the event that it is necessary to carry out a repair with a degree of complexity in excess of an average repair of a given type, the Guarantor reserves the right to extend the repair deadline, informing the client of the expected completion time. In the case referred to in this paragraph, the Guarantor will perform the repair within a period not longer than 30 days, if the defect is in the Guarantor's production components.
13. In a situation where timely removal of the defect would be impossible due to unfavorable weather conditions, the Guarantor will fulfil the complaint obligation when the conditions that prevent the removal of the defect in a manner consistent

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with technological requirements no longer prevail.

IV. General provisions

1. Name and address of the Guarantor: ROKA Robert Karasek, ks. Józefa Londzina 31, 43-382 Bielsko-Biała.
2. The warranty covers products purchased from the Guarantor worldwide.
3. Whenever this warranty card refers to client, this should be understood as the person entitled under the warranty.
4. This Warranty does not exclude, limit or suspend the Buyer's rights arising from the provisions on warranty for defects in the sold item.
5. The transfer of any rights or obligations arising from this Warranty requires the prior consent of the Guarantor expressed in writing, under penalty of nullity.
6. In any such matters not covered by this Warranty, the provisions of Polish law shall apply, in particular the Civil Code, and any disputes arising shall be subject to the jurisdiction of Polish courts with material and local jurisdiction for the seat of ROKA. This choice of law clause operates without prejudice to the protection provided to the client (as a consumer) by the mandatory laws of the country of the client's habitual residence. If the regulations in force in the client's country are more favorable to him and these regulations cannot be derogated from by agreement, they will apply.
7. The annexes constitute an integral part of this document.

V. Annexes:

1. Operating, maintenance and cleaning conditions
2. Warranty claim form

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