

HANBUD

WARRANTY CARD

Arctic durability and esthetics

POLAR^MMAT



40
YEARS
warranty

40 years of technical warranty

15 years of esthetic warranty

*in accordance with the warranty conditions



Warranty form

Type and name of product:		Buyer:	
Hanbud invoice No.:		Address:	
Distributor details:		Phone:	
Distributor invoice/receipt No.		Email:	
Type of coating:		Installation date:	
Quantity, unit of measurement:		Installation site (address):	
Color:		Details of the contractor certifying the correct installation:	

The Controller of the Personal Data provided in the Form, as defined in the General Data Protection Regulation (GDPR), is HANBUD sp. z o.o. with its registered office in Bielsk Podlaski, ul. Brańska 153. The data subject has the right to access his or her data and the right to rectify it. The full information clause referred to in Article 13 of the above-mentioned Regulation, is available at: www.hanbud-dachy.pl

I consent to the processing of personal data for marketing purposes by Hanbud sp. z o.o. with its registered office in Bielsk Podlaski, ul. Brańska 153, 17-100 Bielsk Podlaski. The above consent is voluntary and may be withdrawn at any time.

I agree to receive, from Hanbud sp. z o.o., by email, to the email address indicated by me in the Form, commercial information regarding products and services offered by Hanbud sp. z o.o. as defined in the Act on the provision of electronic services of 18 July 2002. (Journal of Laws of 2020, item 344, consolidated text)

I have read and accept the content of the Warranty and the conditions of transportation, storage, maintenance and installation recommendations available at www.hanbud-dachy.pl.

Date, signature of the Customer

Date, signature and stamp of the seller

WARRANTY CARD

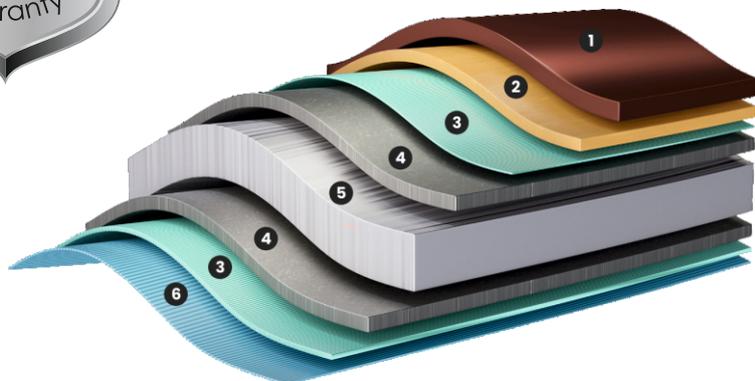
WARRANTY CONDITIONS FOR POLARMAT COATED PRODUCTS

1. The Guarantor grants a warranty for PolarMAT coated sheets purchased from HANBUD or an authorized distributor in accordance with the following conditions. 2. The warranty will cover the territory of the European Union provided that all of the following conditions are met: • The installation of the sheets was carried out in accordance with Polish standards, construction practices, technical and construction regulations and manufacturer's recommendations available on the manufacturer's website: <https://hanbud.com/instructions/>, • The roof inclination is greater than 14% and water can flow freely from all the surfaces covered with the sheet metal. • The installation took place no later than 5 months from the date of sale by Hanbud. • The sheets were transported and stored in accordance with their dedication and with the Manufacturer's recommendations, under normal environmental conditions, i.e. they were not present in a corrosive or aggressive environment, i.e. in the air with a high degree of salinity or alkalinity, air with a high degree of industrial pollution, in an atmosphere with high salinity in continuous contact with water or corrosive chemicals, corrosive smoke or vapors, cement dust, ash, impurities (faeces) of animal or human origin, vapors from animal or human faeces, direct contact with soil, concrete or wet wood. • Flat plates, tracks and screws supplied by Hanbud were used for the installation. • The resulting damage is solely the result of a quality defect. Any corrosion spots must be protected immediately with a protective paint layer. • There was no damage resulting from poor transportation, cutting or installation of the sheet metal with inappropriate tools, biological growth (e.g. moss, algae), fire and other force majeure events, mechanical damage, act of terrorism, etc. After installation in the target place, the sheet metal pieces have not been kept in a corrosive or aggressive environment, i.e. in the air with a high degree of salinity or alkalinity, air with a high degree of industrial pollution, in an atmosphere with high salinity in continuous contact with water or corrosive chemicals, corrosive smoke or vapors, cement dust, ash, impurities (faeces) of animal or human origin, vapors from animal or human faeces, direct contact with soil, concrete or wet wood. • The sheet metal pieces have not come into contact with corroded objects, elements made of copper or aluminum or liquid in contact with elements made of copper or aluminum, aggressive chemical environments or fumes. • During machining, the air temperature must not be lower than +10 C. During manual machining, the air temperature must not be lower than +5 C. 3. The warranty DOES NOT cover defects and/or damage: • resulting from a chemical reaction between the product and other elements, • resulting from the leaving of sawdust or dirt from drilling screws, machine or manual cutting, • changes in gloss, shading or color intensity. It is recommended to purchase all the sheets at one time. In the case of an extra order, there may be different shades and structure, which is not up to the Manufacturer, • caused in places of mechanical and chemical damage, in places of painting repairs, • in which the damaged surface covers less than 10% of the defective sheet, • the warranty does not cover corrosion and slight delamination on the surface up to 5 cm from all the edges (including factory ones), • consisting in corrosion on the inner side of the sheets and internal longitudinal or transverse overlaps and coatings on which painting repairs were made. • resulting from improper cutting (it is unacceptable to use tools causing a thermal effect while cutting the sheet, i.e. a sudden increase in temperature, e.g. an angle grinder. Only vibrating shears and/or a cutter should be used for cutting the sheet metal), as well as those resulting from improper maintenance. Maintenance should be carried out during the warranty period at least every 5 years and consist in: washing and insulating the sheet from corrosive materials; Only dedicated detergents and preservatives should be used for washing and maintaining the sheet metal, and maintenance work should be carried out by professional entities, which the Buyer will document with appropriate receipts, VAT invoices. As part of maintenance, the Manufacturer recommends systematic removal of leaves, grass, moss, soil and other objects from the surface of the Product, • resulting from the installation of roof and facade sheet metal in a manner different than indicated in the Hanbud installation manuals available on the manufacturer's website: <https://hanbud.com/instructions/> • resulting from failure to comply with the manuals for storing and transporting sheet metal placed on each Hanbud factory packaging and available on the manufacturer's website: <https://hanbud.com/instructions/> • which occurred as a result of wet storage stains. • on sheets that were mounted at a distance of less than five kilometres from the geographical coastline of the sea, • on products that have been processed or modified by entities other than the guarantor, • which cannot be determined due to removal of the sheet metal.

DEFINITIONS 1. Technical warranty - warranty for corrosion perforation. 2. Esthetic warranty - warranty for preservation of the varnish coating (including possible chipping, peeling of the varnish coating, cracks). 3. Perforation corrosion - occurrence of a hole in the smooth surface of the Product. 4. Basic warranty - warranty including a technical warranty for perforation of the sheet metal over a period of 2 years and an esthetic warranty for the preservation of paint coatings over a period of 2 years 5. Extended warranty - warranty granted by the Manufacturer only after obtaining a warranty certificate, including a technical warranty for sheet perforation over a period of 40 years and an esthetic warranty for the preservation of varnish coatings over a period of 15 years. 6. The warranty period begins when the product is released from the manufacturer's warehouse. **WARRANTY CERTIFICATE** 1. In order to obtain the warranty certificate, a properly completed warranty form should be sent to warranty@hanbud.com no later than 5 months from the date of purchase of sheets from Hanbud and no later than 14 days from the date of completion of the installation, based on the template available at <https://hanbud.com/warranty> together with a photograph showing the installed sheets at the target place. 2. After receiving the above information, the Guarantor will carry out a comprehensive verification thereof. 3. The Guarantor will send the Warranty Certificate to the e-mail address, within 14 days from the date of receipt of the properly completed warranty form. 4. Persons who do not have their own e-mail address for the purposes of obtaining a Warranty Certificate, may indicate, in the warranty form, the address of residence to which the Guarantor will send the Warranty Certificate. **COMPLAINT POLICY** 1. Complaints should be submitted to the manufacturer by email to warranty@hanbud.com within one month (for Consumers) or two months (for Entrepreneurs) from the moment of discovering the defect under pain of loss of warranty rights. The manufacturer will send a confirmation of receipt of the complaint within no more than 7 days from receipt of the complaint. Only after receiving confirmation from the guarantor, can the complaint be considered to have been properly delivered. In the absence of confirmation within 7 days, please contact us by phone. The date of receipt of the complaint will be the date on which the manufacturer sends the acknowledgement of receipt of the complaint. 2. For a basic complaint to be examined, it will be necessary to send the proof of purchase together with the warranty card. 3. For an extended complaint to be examined, it will be necessary to send the proof of purchase, warranty card and warranty certificate. 4. After receiving the complaint, the Guarantor or a person authorized by them, will inspect the damaged sheet metal. The Buyer will be obliged to provide free, OHS compliant access to the claimed product for persons authorized by the Guarantor. 5. Until the complaint is examined, the Buyer will be liable for additional damage or increase in damage due to lack of proper protection of the sheet metal. 6. The Guarantor will inform the Buyer of the result of complaint examination within 30 days of the date of receipt of the complaint. In the event of accepting the complaint, the Guarantor undertakes to repair the damaged sheets in a manner it deems sufficient or to deliver the item free from defects or reimburse the cost of purchasing the sheets under the basic warranty and the cost of purchasing the sheets less amortization under the extended warranty. Where the extended warranty is used, the amortization will be seven per cent per year for the first ten years, and one percent per year for the following thirty years. Any replacement of the sheet metal pieces with new ones, free from defects, will take place provided that the defective goods are returned. The choice of the manner of handling the complaint will be up to the Guarantor. The above obligations will be fulfilled within 60 days of informing the Buyer about the results of the complaint examination procedure. 7. The complaint applies only to damaged/defective sheets. It does not apply to other sheets on the roof. 8. The maximum liability of the guarantor is limited to the purchase price of the products less amortization (under the extended warranty) and does not include installation or secondary costs caused by defective sheets. Compensation for indirect damage, in particular property damage, is also excluded. The warranty does not cover any indirect or direct damage incurred by the Buyer as a result of a defect in the product. 9. The claims of the Buyer for damage arising as a result of a physical defects after release of the goods, other than damage to the Product itself, are excluded. 10. This warranty does not exclude, limit or suspend the Buyer's rights under the provisions on warranty for defects of sold items. 11. Any and all the disputes arising in connection with the granted warranty will be settled in accordance with the Polish law and will be settled in the court competent for the registered office of the Guarantor.



POLARMAT



Coating layers:

- 1 Super-polyester finish
- 2 Backing layer
- 3 Chemical treatment
- 4 Zinc coating
- 5 Steel core
- 6 Thick bottom layer