



HANBUD

WARRANTY CARD

VALOR FENCES



**10 YEARS
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 The above consent is voluntary and may be withdrawn at any time.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 TERMS AND CONDITIONS

1. The Guarantor grants a warranty for metal panels (hereinafter referred to as "the Fences" or "the Elements") 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 fences were installed in accordance with Polish standards, good engineering practices, technical and construction regulations, and the manufacturer's recommendations available at <https://hanbud.com/instructions/> • Installation took place no later than 5 months from the date of sale by Hanbud. Fences were transported and stored in accordance with the intended purpose and recommendations of the Manufacturer, under normal environmental conditions, i.e. they were not kept in a corrosive or aggressive environment, i.e. 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 vapours, cement dust, ash, impurities (faeces) of animal or human origin, vapours from animal or human faeces, direct contact with soil, concrete, and wet wood. Screws, rails, connectors, and posts supplied by Hanbud were used for assembly. • 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 fences 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 fences have not been kept in a corrosive or aggressive environment, i.e. 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 vapours, cement dust, ash, impurities (faeces) of animal or human origin, vapours from animal or human faeces, direct contact with soil, concrete, or wet wood. The fences have not come into contact with corroded objects, elements made of copper or aluminium or liquid in contact with elements made of copper or aluminium, 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, • caused by leaving sawdust and dirt after screw drilling, machine and manual cutting, changes in gloss, shade, and intensity of colour. We recommend purchasing all fences in one order. If there is more than one order, shades and structure may differ, on which the Manufacturer has no influence. • in places of mechanical and chemical damage, in places of painting corrections, • where the damaged surface constitutes less than 10 % of the surface of the defective element, the warranty does not cover corrosion and minor layer separation on surfaces of up to 5 cm from all edges (also factory-made), • involving corrosion on the internal side of fences and internal longitudinal and transverse overlaps and coatings on which varnish corrections have been made, • resulting from improper cutting (it is unacceptable to use tools causing a thermal effect while cutting the fences, 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 fences), 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 cleaning and insulating the fences from corrosive materials. Only dedicated detergents and preservatives should be used for the cleaning and maintenance of fences, 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 regular removal of leaves, grass, moss, soil, and other objects from the surface of the Product. • resulting from the installation of fences in a different way than indicated in the Hanbud installation manual available on the manufacturer's website <https://hanbud.com/instructions/>, resulting from failure to comply with the storage and transport instructions 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 fences that were mounted at a distance of less than five kilometres from the geographical coastline of the sea, • on fences that have been processed or modified by entities other than the guarantor, • which cannot be determined due to the removal of the fence. DEFINITIONS 1. Warranty – warranty for corrosion perforation. 2. Perforation corrosion – occurrence of a hole in the smooth surface of an element. 3. Basic warranty – warranty for element perforation for 2 years. 4. Extended warranty – warranty granted by the Manufacturer only after obtaining a warranty certificate, which includes a warranty for the perforation of the fence element for 10 years. 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, based on the template available at <https://hanbud.com/warranty> should be sent to warranty@hanbud.com no later than 5 months from the date of purchase of fences from Hanbud and no later than 14 days from the date of completion of the installation, along with a photograph showing the installed fence 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 elements in a manner it deems sufficient or to deliver the item free from defects or reimburse the cost of purchasing the element less amortization under the extended warranty. Where the extended guarantee is used, amortization is seven percent per annum. Any replacement of an element with a new one, 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 elements. It does not apply to other elements of the fence. 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 fence elements. 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.



VALOR® FENCES

