

5-YEAR WARRANTY



As from 1 September 2009 the following warranty conditions shall apply to all members of VinduesIndustrien (The Association of Danish Window Manufacturers) who are all affiliated to DVC/ Dansk Vindues Certificering, the Danish window certification body.

1. This warranty has been issued by the member of VinduesIndustrien mentioned below - hereafter referred to as the warrantor. This warranty shall not limit or modify in any respect your rights in contract and/or law against your supplier/contractor or against the warrantor.
2. If within 5 years from the date of delivery by the warrantor and within 3 months of discovering the defect you report a defect in materials and/or workmanship, the warranty shall give you the rights against the warrantor listed in paragraph 3. The product is labelled with the date of manufacture. You may be required to document the delivery date.
3. If a justified claim concerning defects in materials and/or workmanship is made within the period mentioned in paragraph 2, the warrantor undertakes to supply a new product free of charge. However, under this warranty the warrantor shall not be liable for the cost of dismantling/removing the old product nor for installing the new product nor for any additional work in relation to replacing the product.
If the product is no longer in production at the time a claim is made, the warrantor shall be entitled to supply a similar product instead.
If defects in materials and/or workmanship can be remedied properly by repair/partial replacement, the warrantor may choose this option instead. The repair/partial replacement shall then follow free of charge.
4. This warranty shall not cover defects in the materials and/or workmanship of sealed glazing units. However, in such cases the warranty of the sealed glazing unit manufacturer shall apply; please refer to this.
5. This warranty does not give you rights over and beyond what is mentioned in paragraph 3.
6. If you wish to claim under the warranty for defects in materials and/or workmanship, the claim must be lodged within 3 months of discovering the defect or within 3 months of the time when you ought to have discovered the defect. The claim can be lodged with the warrantor or with the contractor/supplier who supplied the product.
7. This warranty shall not apply if the claimed defects in materials and/or workmanship are due to incorrect fitting, lack of or inadequate maintenance or incorrect operation. Please refer to the warrantor's fitting, operating and maintenance instructions.
As regards timber windows/doors with a factory surface treatment please refer in particular to the maintenance instructions and the description "Expected outcome of industrially surface-treated timber elements" (Annex 14 of the VinduesIndustrien Technical Regulations).
If, exceptionally, you did not receive maintenance/operating instructions in connection with the delivery, you should request them direct from the warrantor.
8. Under this warranty, you cannot claim for defects in materials and/or workmanship caused by circumstances which have arisen after the product was supplied by the warrantor.

Defects in materials which may be attributed to, for example, incorrect storage, transport or fitting by a middleman/contractor cannot be claimed against the warrantor under this warranty.
9. This warranty applies exclusively to products which at the time of making a claim under the warranty are physically located in Denmark, but is not valid in Greenland or the Faeroe Islands.
10. If the company has been declared bankrupt, please consult the rules applicable under the Vinduesindustrien Warranty Scheme.

The above warranty which has been filed with the Danish Competition Authority was last revised on 1. September 2009.