

REGULATIONS ON COMPLAINT JUSTIFICATION

1. The warranty period for all products is specified in the table:

The warranty period for Fenbro Sp. z o.o. products.

The warranty period for powder coatings is specified in the table: Warranty period for Fenbro Sp. z o.o. powder coatings.

The standard warranty for Fenbro products is 3 years. Depending on the additional warranty package selected by the customer, the scope and duration of the warranty may vary.

The warranty begins at the moment of issuing the product and its receipt.

The buyer is entitled to the warranty at the moment of full settlement for the goods.

The condition for extending the warranty is an annual paid inspection of the joinery carried out by the manufacturer or an authorized company of the manufacturer.

2. Complaints should be reported to the Service Department. All customers — regardless of country or language — are requested to contact us by e-mail at info@fenbro.com

The Service Department has 5 business days to analyze the submitted complaint and respond with a response on how the complaint will be handled, provided that the report was received at the appropriate email address with all the necessary information.

3. When submitting a complaint, the customer should provide the information necessary to process the complaint and send a photo of the damage or defect (if possible).

4. The warranty covers:

- Strength of structural connections.
- Durability and color of profiles.
- Correct functioning and efficiency of fittings (provided they are properly maintained).
- Tightness of insulating glass units (condensation inside the glass).

5. The warranty does not cover:

- Cracks in insulating glass units during use (more than 14 days from the date of delivery).
- Deglaze the windows from the inside and outside.
- Irrelevant defects (i.e. not affecting the utility value of the window, door, roller shutter).
- Window adjustments and window maintenance (fitters are responsible for adjusting windows, doors and roller shutters).
- Mechanical damage after a period of 14 days (from the date of delivery).
- Missing items reported after 14 days from the delivery date.
- Functionalities of windows made once at the customer's request (when the height or width is exceeded, and in the case of models, angles).
- If the windows have been installed, the warranty does not cover mechanical damage.

6. After installing windows that do not comply with the order, the customer cannot claim reimbursement for dismantling and reinstallation costs.

7. In the event of faulty installation detected during a service technician's visit or an unjustified visit, Fenbro Sp. z o.o. may issue an invoice for the service technician's travel and work. The waiting time for a service technician is at least 4 weeks.

8. In the event that the buyer ships the windows to a country other than their registered office, Fenbro Sp. z o.o. reserves the right to a paid service as part of the complaint handling process.

9. If the Client wishes to charge Fenbro Sp. z o.o. for the costs of its external service, it must inform Fenbro Sp. z o.o. about this intention before implementation. In this case, the Client must present a detailed cost estimate and obtain the company's consent. Otherwise, the costs will not be refunded to the Client. The valuation and cost estimate of the service cannot exceed the average working hour in a given area.

10. In case of dispute, the General Terms and Conditions apply.

9.05.2025