



GENERAL WARRANTY TERMS AND CONDITIONS

I. GENERAL PROVISIONS

Window factory "FOREST," as a manufacturer of PVC and aluminum joinery, guarantees the high quality and proper functioning of its products, provided they are correctly installed and used.

- 1.1. Whenever these General Warranty Terms and Conditions refer to:
 - a) **Guarantor** – this shall mean the company Fabryka Okien PCV "FOREST" Marzena Świercz, Piotr Bożek Sp. J., with its registered office in Malbork at 115 Daleka St., entered into the Register of Entrepreneurs of the National Court Register under KRS No. 0000104029, VAT: 5791874866, REGON: 191980668,
 - b) **Warranty** – this shall mean the rights of the purchaser set out in these General Warranty Terms and Conditions, available via the website www.forest.pl or in paper form at the purchaser's request,
 - c) **Purchaser** – this shall mean an entrepreneur or a consumer who purchases the Product,
 - d) **Manufacturer** – this shall mean the Guarantor,
 - e) **Product** – this shall mean PVC and aluminum windows and doors offered as part of the Manufacturer's business operations, as well as additional products such as roller shutters, mosquito nets, window sills, pull handles, handles, fittings, etc., covered by the warranty,
 - f) **Service** – this shall mean the Guarantor's employees or contractors who assess or execute the Purchaser's warranty claim,
 - g) **Seller** – this shall mean a natural or legal person who, as part of its business operations, offers the Guarantor's Products for sale.
- 1.2. This warranty does not exclude or limit the purchaser's rights arising from the non-conformity of the goods with the contract.
- 1.3. Under the warranty, any claims recognized by the Guarantor as valid shall be resolved as follows:
 - a) The Product will be repaired,
 - b) If repairs are not possible, it will be replaced with a new, defect-free Product.
- 1.4. The Guarantor shall decide, in each individual case, how defects covered by the warranty will be remedied.

II. WARRANTY COVERAGE PERIOD

- 2.1. The Guarantor provides a warranty for:
 - a) Window joinery, balcony doors in a PVC system, HST-type sliding doors, Smart-slide, PSK – for a period of 60 months,
 - b) Internal and external doors in PVC systems – for a period of 24 months,
 - c) Window joinery in PVC systems with arched or angled shapes – for a period of 12 months,
 - d) Aluminum joinery – for a period of 24 months. This includes:
 - Tightness of insulated glass units – for a period of 60 months
 - Tightness of insulated glass units with atypical shapes – for a period of 12 months
 - Perimeter fittings – for a period of 24 months
 - Additional equipment for the above systems, such as pull handles, handles, window ventilators, trickle vents, door closers, cylinder inserts, reed switches, etc. – covered by the warranty terms of the fittings' suppliers, but for no less than 12 months

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- Durability of the adhesive muntin bar – for a period of 12 months (not applicable to aesthetics)
 - e) Roller shutters – for a period of 24 months,
 - f) Window sills, mosquito nets – for a period of 12 months,
 - g) Aluminum cladding – for a period of 12 months.
- 2.2. The warranty coverage period begins on the date the Product is sold by the Guarantor to the first purchaser.
- 2.3. For a product replaced under a warranty claim with a new one, the Guarantor provides a 12-month warranty from the date of replacement. This period cannot end earlier than the period specified in section 2.1 above.
- 2.4. Any warranty extension must be made in writing.

III. PRODUCT DEFECTS COVERED BY THE WARRANTY

- 3.1. The warranty covers hidden defects resulting from faulty manufacture of the Product or defects in the materials used, specifically:
- a) The durability and strength of connections between the structural elements of the profiles, as well as the profile's resistance to deformation,
 - b) The durability of the paint coating and the color of the profiles, provided that natural color changes caused by sunlight are not considered a defect of the Product,
 - c) The durability of hardware (fittings) and the durability of elements essential from a safety standpoint,
 - d) The tightness of insulated glass units installed in windows under normal conditions, specifically concerning the penetration of dust or moisture into the interior of the insulated glass unit.
- 3.2. The warranty applies to Products that are correctly installed and used, and in particular meet the following conditions:
- a) Installed in regularly ventilated rooms with appropriate ventilation,
 - b) Installed in rooms where the air humidity does not exceed 70%,
 - c) Properly operated and maintained,
 - d) Stored in covered, dry, and well-ventilated rooms,
 - e) Transported in compliance with applicable standards.

IV. EXCLUSION OF WARRANTY COVERAGE

- 4.1. The warranty does not cover defects in Products arising from:
- a) Mechanical damage to the products and cracked glass occurring after their acceptance or during use, as well as defects permissible under applicable standards,
 - b) Improper operation of fittings caused by inadequate maintenance (contamination),
 - c) Glass condensation, i.e., fogging on external and internal panes, which may occur in poorly heated rooms with high humidity and limited ventilation,
 - d) Defects resulting from damage caused by random events or natural disasters,
 - e) Defects resulting from using the products or goods contrary to their intended purpose or from improper handling,
 - f) Defects arising from structural changes or repairs carried out by unauthorized persons,
 - g) Defects resulting from incorrect installation—non-compliant with installation guidelines and standard construction practices,
 - h) Defects resulting from external factors such as fire or chemicals,
 - i) Defects caused by the normal wear and tear of components,

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- j) Defects arising from leaving the protective film on the windows for more than 30 days after installation,
 - k) Balcony windows manufactured on a window profile using door-fitting elements,
 - l) Product defects caused by contamination, e.g., with paint, gypsum, or cement mortar,
 - m) Defects caused by faulty building design,
 - n) Defects arising from the use of cleaning agents that damage fittings, glass, profiles, or seals (corrosive or abrasive agents),
 - o) Products made at the customer's request that deviate from manufacturing standards, such as structures exceeding permissible dimensions.
- 4.2. The warranty also does not cover:
- 2.5. Adjustment of fittings and window maintenance - users are obliged to periodically adjust the fittings and maintain the products and goods, at least once a year, performed for a fee by the seller,
 - 2.6. Glass sagging (the "double glazing" effect),
 - 2.7. Defects or damage for which the price has been reduced,
 - 2.8. Defects that are not visible after installation and do not affect the product's functional value (e.g., scratches on the frame),
 - 2.9. Defects arising during transport, storage, or warehousing by the Purchaser.
- 4.3. The warranty applies solely to damage to the subject of the contract, and the Guarantor's liability is limited exclusively to refunding the value of the Products sold. The Guarantor is not responsible for any other costs resulting from the defect of the Product.
- 4.4. The Manufacturer does not cover costs related to the disassembly and assembly of joinery with obvious defects.

V. SUBMITTING A WARRANTY CLAIM


- 5.1. Warranty claims must be submitted in writing at the point of sale where the Product was purchased, together with proof of purchase of the Product covered by the warranty.
- 5.2. A warranty claim should be submitted within 14 days from the date the defect covered by the warranty was discovered; otherwise, the Purchaser may lose certain warranty entitlements.
- 5.3. A warranty claim does not constitute grounds for withholding payment. Any unpaid goods are not covered by the warranty. Warranty rights can be exercised only after full settlement of the amounts due for the delivered Products (not applicable to individual customers).
- 5.4. The warranty claim should include information enabling the exact verification of the order:
 - Name of the company (claimant)
 - Date of the warranty claim
 - Invoice number
 - FOREST order number and the item number from the purchase order
 - Date of order completion
 - Reason for the claim with a description and photographic documentation
 - Address where the joinery was installed
- 5.5. If the information necessary to process the claim is incomplete, the Manufacturer may request the Purchaser to provide additional details, which may extend the complaint-handling process.
- 5.6. In the case of an unjustified claim that necessitates a visit from a service technician, the Purchaser will be charged the cost of the technician's travel.

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- 5.7. The Guarantor will assess the validity of the claim within 14 business days from the date of receiving the warranty claim, issuing a decision on whether or not it accepts liability.
- 5.8. Any product defects covered by the warranty will be remedied within 21 business days from the date the Guarantor issues a decision accepting liability for the defects reported in the claim. In justified cases, this period may be extended.
- 5.9. If the claim is upheld, the warranted product will be repaired free of charge. If repair is not possible, the Guarantor will replace the Product with a defect-free one.
- 5.10. Whether the defective Product will be repaired or replaced is decided by the Guarantor – "FOREST".
- 5.11. The Purchaser is obliged to make the claimed goods available on the date designated by the Guarantor for inspection and defect remediation.
- 5.12. The Purchaser is required to check for any mechanical damage (scratches, cracks, missing pieces in the profile), discrepancies in quantity, dimensions, internal divisions, colors, and functions, etc., at the time of delivery, note them in the document confirming receipt of the joinery, and report them within 24 hours from the date of receipt. Otherwise, such claims will not be considered.

VI. OPERATING, CARE, AND MAINTENANCE INSTRUCTIONS

- 6.1. In order for windows and doors to function properly, the following actions must be carried out:
 - a) Profiles – normal dirt can be removed using lukewarm water with a mild cleaning cream such as CIF. The use of bleaching agents or dry wiping with a dust cloth is strictly prohibited. Heavily soiled profiles can be cleaned without much effort using a special PVC cleaning agent, available at points of sale. Solvent-based polishing and cleaning agents must not be used.
 - b) Seals – they are highly resistant to various weather conditions. To maintain their properties, perform the following maintenance procedures:
 - Regularly wipe them with lukewarm water and dishwashing liquid to remove dirt and dust
 - Lubricate the seals twice a year with technical petroleum jelly
 - If the seal has come out of its mounting groove, press it back in with your thumb, starting from the point where the seal is still attached.
 -  **NOTE: Avoid using pointed objects, as they may damage the seal!**
 - c) Glass – it is best cleaned with lukewarm water using a chamois cloth; use a glass spray if needed. Avoid using aggressive, solvent-based cleaning agents.
 - d) Fittings – to maintain the proper functioning of windows, carry out regular annual maintenance, which includes:
 - Removing any dirt and lubricating moving parts of the fittings (technical petroleum jelly, grease, or machine oil free from resin and acids may be used)
 - Checking and tightening the handle mounting screws if necessary
- 6.2. The warranty applies within the territory of the European Union.

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