

**Thank you for purchasing a KeJe product. We wish you much decorative and practical pleasure with the products you ordered!**

You purchased a product(s) from a KeJe dealer and entered into a purchase agreement with that party. Your KeJe dealer is therefore your direct and sole point of contact for warranty matters. In addition to the buyer's statutory warranty rights against the seller - and without limiting these rights - KeJe guarantees the following when you purchase a new product:

## **1. Warranty period**

The warranty period is:

- A. 24 months (2 years) on all KeJe products when used as directed.

Damage caused by improper use and non-compliance with the operating, installation and/or maintenance instructions of the system, such as collision, contamination, use of improper cleaning agents as well as improper additions and/or modifications to the system, are not covered by the warranty, nor are faults due to incorrect measuring.

## **2. Warranty start date**

The warranty period begins on the date of delivery of the product to the address provided to you. The order or delivery confirmation are necessary when claiming warranty work. Should warranty work and replacement deliveries have taken place, this does not extend or renew the warranty period.

## **3. Warranty conditions**

- A. The product must have been purchased from an authorized KeJe dealer.
- B. The warranty conditions are only valid if a return shipment is made in mutual consultation with the KeJe dealer. The Other Party undertakes to pack the product(s) to be returned properly. If the returned products are improperly packed, the Other Party will be responsible for the damage caused. Transport costs to and from the reseller will be at KeJE's expense.
- C. If replacement and/or repair is not possible in KeJe's opinion, KeJe will never be obliged to do more than reimburse a maximum of the relevant invoice amount.
- D. Complaints about visible defects must be submitted to KeJe in writing within 14 days of delivery by the Other Party.
- E. The warranty can only be claimed if the product has been paid for according to the payment terms agreed upon for the product.
- F. Costs for disassembly and installation as well as damage resulting from removing the product from window or door are not part of the warranty.

This warranty does not affect the consumer's statutory rights as defined by law.