



## GUARANTEE

### Solvo facade panels

Place	Distributor's stamp and signature
Date of sale	

#### § 1. General provisions

1. Profile VOX spółka z ograniczoną odpowiedzialnością spółka komandytowa with its registered office in Czerwonak, ul. Gdyńska 143, 62-004 Czerwonak, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court Poznań-Nowe Miasto and Wilda in Poznań, 8th Commercial Division of the National Court Register, under KRS number 0000210637, REGON (national business registry number) 634591881, NIP (tax identification number) 7772776017, BDO (waste database number): 000002790 hereinafter referred to as "Guarantor", guarantees that its

#### Solvo facade panels with accessories

hereinafter collectively referred to as the "Product" is intended for finishing walls of buildings and mobile homes, and its detailed properties are specified in the relevant Declaration of Performance, available at [www.vox.pl](http://www.vox.pl), stating the suitability of the Product for use.

2. In the event of physical defects in the Product occurring within the period specified in §5, the Guarantor shall, at its own discretion, repair the Product or replace the defective Product with a defect-free Product.

3. If the Guarantee Holder is a consumer, he or she may specify whether he/she requests to have the Product replaced or repaired. The Guarantor may replace the Product when the Guarantee Holder requests repair or may repair the Product when the Guarantee Holder requests replacement, if the service requested by the Guarantee Holder is impossible or requires excessive costs. When assessing the excessiveness of costs for the Guarantor, all circumstances of the case are taken into account, in particular: the significance of the Product defect, the value of the Product without defects and excessive inconvenience to the consumer resulting from the change of the manner of removing the Product defect. If repair and replacement are impossible or require excessive costs, the Guarantor shall refund to the Guarantee Holder the price paid for the Product. A consumer is a natural person who enters into a legal transaction with an entrepreneur for a purpose which is not directly related to his/her business or professional activity, and also a natural person entering into a legal transaction directly related to his / her business activity where the contents of this contract indicate that it has not professional nature for this person, resulting in particular from the object of the economic activity conducted by said person ("Consumer").

4. If a significant repair is made or a defective Product is replaced with a defect-free Product under this Guarantee, the Guarantee period with respect to such replaced or repaired Product shall start afresh, i.e. shall begin to run from the date on which the defect-free Product is handed over to the Buyer or the repaired Product is returned to the Buyer. If the Guarantor replaces part of the Product, the above shall apply accordingly to the replaced part. In other cases, the Guarantee period shall be extended by the time of service performance during which the Buyer could not use the Product. When reimbursing the Product price, the Guarantor may require prior transfer of ownership of the Product by the Buyer back to the Guarantor and handing over of the Product to the Guarantor.

5. In case of non-conformity of the thing sold (Product) with the contract, the Buyer is entitled by law to seek legal remedies from the seller at the seller's cost. The Guarantee does not affect these remedies.

6. The Guarantee shall be granted in the territory of the country in which the Product was handed over to the first Buyer.





7. The purchase date shall be the date on which the Product is handed over to the first Buyer.

## § 2. Transfer of rights

1. The person entitled under the Guarantee ("Guarantee Holder" or "Buyer") is a buyer who purchases the Product for own use. Buyers purchasing the Product for further resale carried out within the framework of his/her business activity are excluded.

2. In the event of change of the person entitled to use the immovable property where the Product is installed, the Guarantee shall be transferred to the new person entitled to use the immovable property, in accordance with the provisions hereof, provided the new person entitled to use the immovable property provides the Guarantor with this Guarantee (stamped and signed).

## § 3. Limitation of the Guarantor's liability

1. The Guarantor is not liable for defects - damage of the Product caused by external factors that occurred after handing over of the Product to the Buyer (the Guarantor recommends insuring of the Product covered by this Guarantee against the effects of external factors), in particular related to:

- use of the Product contrary to its purpose or its improper storage and transportation before installation, contrary to the instruction for assembly and use of the Product attached to the Product,
- use of the Product at an altitude above 1800 m above sea level,
- installation, use and maintenance inconsistent with the instruction for assembly and use of the Product,
- use of accessories not specified in the instruction for assembly and use of the Product or accessories of different type than attached to the Product,
- impact of foreign objects exceeding the level specified in the Document referred to in §1.1,
- fire, earthquake, flood, lightning, strong wind, hail, abnormally high or low air temperatures, or other events that could be classified as force majeure,
- defects, faults or other damage to the thing or the material on which the Product is installed caused in particular by factors such as movement, deformation, cracking or settling of the wall, material or foundation of the thing,
- air pollution (including metal oxides or metal particles), mould, exposure to harmful chemical substances,
- the location of objects, plants or constructions/building objects in the vicinity of the Product, resulting in uneven discolouration of the Product,
- direct contact of objects, plants or constructions/building objects with the Product, resulting in uneven discolouration of the Product,
- the effect of sunlight on the Product resulting in discolouration above grade 3 of the grey scale described in PN-EN 20105-A02:1996 standard (item 3 below).

Furthermore, the Guarantor shall not be liable for defects if the original name and/or serial number and/or identification markings of the Product have been destroyed, altered or removed.

This Guarantee does not apply to the Product to which the Buyer has applied any other, non-manufactured coating (e.g. paint, varnish, or plaster) or otherwise modified/changed it.

2. The Guarantor is only liable for defects resulting from **reasons attributable to the Product**.

3. The Guarantor is not liable for discolouration that exceeds the scale of allowable discolouration, i.e. grade 3 of the gray scale described in PN-EN 20105-A02:1996 standard. Additionally, the Guarantor is not liable for the non-uniformity of discolouration or uneven discolouration above 3 degrees of the gray scale within one surface (on which the Product is installed). Discolouration is a natural ageing process of each Product, and is dependent on the geographical location of the place of use of the Product.





4. In the event of replacement of the Product or any of its components under this Guarantee, when the Product purchased by the Buyer is no longer manufactured by the Guarantor or has been modified by the Guarantor, the Guarantor has the right to use the closest equivalent (in terms of type and technical parameters) to the originally purchased Product.

#### § 4. Obligations of the Guarantee Holder

1. The Guarantee Holder should notify the Guarantor in writing or by e-mail of the detected physical defect of the Product immediately after detecting such a defect, being ground for a claim under the Guarantee.

2. Any claims made under the Guarantee shall be lodged to the Guarantor through the seller from which the Product was purchased.

3. A claim filed under the Guarantee should include: description of the defect, address where the Product was installed, contact details of the claimant (name, surname, address of residence, telephone number, e-mail address - if available) and, if possible, photograph documentation showing the defect. By providing an e-mail address, the Buyer agrees to receive from the Guarantor an e-mail response to the specified e-mail address, if the Guarantor responds to the claim in this form, and information related to the complaint procedure. When the Buyer submits a claim through the seller from whom the Product was purchased, the Buyer may be asked to provide other data, including personal data required in the complaint handling process.

4. Claims under the Guarantee shall be processed on condition that this document bearing the stamp and signature of the seller (distributor) is attached to the claim. Moreover details of the place where the Product was bought, name of the seller and date of sale of the Product should be provided to the Guarantor.

5. If the claim is made by a Buyer who is a Consumer, the Guarantor will inform the claimant in writing (by e-mail or regular mail) not later than 14 days from the date of filing the claim of the manner in which the claim will be processed. The Guarantor reserves the right to inform that claim processing may require inspecting the Product visually at the place of its installation or storage, which involves the Buyer's obligation to provide access to the property where the Product is located (installed or not yet installed). The inspection shall be performed by an authorized representative of the Guarantor. The Buyer shall provide the Guarantor with all information and documentation necessary to prepare and perform the inspection properly. In the course of the visual inspection, the Guarantor is entitled to collect a Product sample. The Buyer's failure to provide access to the property for the purpose of visual inspection before the lapse of the time limit for claim processing shall result in dismissing the claim.

6. If the claim is made by a non-consumer Buyer and if processing the claim is possible on the basis of photographs of the Product defect provided by the Buyer, the Guarantor will inform the claimant in writing (by e-mail or regular mail) not later than 14 days from the claim filing date of the manner in which the claim will be processed. The Guarantor reserves the right to inform that claim processing may require inspecting the Product visually at the place of its installation or storage, which involves the obligation of the Buyer to provide access to the property where the Product is located (installed or not yet installed). In this case, the claim shall be considered within 14 days from the date of its filing and providing the Guarantor with access to the property for the purpose of visual inspection. The Guarantor will, as soon as possible and not later than 14 days from the date of filing the claim, contact the Buyer (by phone or e-mail) to set the date for the inspection. The inspection shall be performed by an authorized representative of the Guarantor. The Buyer shall provide the Guarantor with all information and documentation necessary to prepare and perform the inspection properly. In the course of the visual inspection, the Guarantor is entitled to take a Product sample. If the Product has not been installed, instead of visual inspection the Guarantor may request the Buyer to deliver the Product sample at the Guarantor's expense to the following address: Profile VOX sp. z o.o. sp. k., Dział Jakości [Quality Department], ul. Gdyńska 143, 62-004 Czerwonak. The Guarantor will contact the Buyer by phone or e-mail as soon as possible, no later than 14 days from the claim filing date, to inform the Buyer of the necessity to deliver a Product sample to the Guarantor. The sample should be delivered no later than within 7 days from receiving the above information from the Guarantor. In such situation, the 14-day period for considering the claim under the Guarantee starts from the date of claim filing and delivery of the Product sample to the Guarantor.

7. In the case when the Buyer's claim has been recognized as valid and justified, the Guarantor shall perform its obligations specified in §1.2 of this Guarantee within 60 days from the date of providing the Buyer with information about claim processing, specified in §4.5 and §4.6. At the same time the Guarantor reserves that due to the specificity of the production process, the above 60-day period for performing the obligations of the Guarantor may be extended by the





time necessary for production and delivery of elements to replace or repair the Product, but it will not be longer than 80 days.

8. All replaced parts and components of the Product become the property of the Guarantor from the day of their replacement with other parts and components.

9. The Guarantor does not admit out-of-court complaint processing and claim pursuit.

10. In matters related to the Guarantee, the Guarantee Holder may contact the Guarantor by regular mail (mailing address of the Guarantor indicated in §1.1 of the Guarantee) or via e-mail (e-mail address: [reklamacje.profile@vox.pl](mailto:reklamacje.profile@vox.pl)), or by phone: 695 540 190.

## § 5. Guarantee period

1. The Guarantee period is counted from the day of purchase of the Product by the first Buyer, shown on the Guarantee document or another document plausibly confirming the purchase circumstance. The date / day of purchase is deemed to be the day on which the Product was handed over to the first Buyer.

2. Guarantee period is:

- a) for the declared properties of the Product, subject to point b) below - 10 years from the day of purchase by the first Buyer,
- b) for the colour durability

Due to the weather conditions prevailing in different locations, depending on the place of installation of the Product, the colour durability guarantee is from 2,5 to 10 years from the date of purchase of the Product by the first Buyer, in accordance with the following guidelines:

Table No.1

Guarantee for colour durability	GROUP 1	GROUP 2	GROUP 3	GROUP 4
Years	10	7,5	5	2,5

Table No. 2

Group 1	Norway, Sweden, Finland, England, Ireland, Denmark, Germany, Estonia, Lithuania, Belgium, Belarus, Latvia, Luxembourg, Netherlands, Poland, Czech Republic, Slovakia, Iceland, Austria, Liechtenstein, Slovenia, Switzerland
Group 2	France (excluding French overseas regions and Corsica), Hungary, Romania, Moldova, Ukraine, Serbia, Russia, Canada
Group 3	Italy, Greece (mainland), Macedonia, Croatia, Montenegro, European part of Turkey (incl. Istanbul), Monaco, Spain (mainland, Balearic Islands), Georgia, Bosnia/Herzegovina, Korea, San Marino, Vatican City, Albania, Andorra, Armenia, Azerbaijan, Bulgaria, Corsica, Portugal (mainland)
Group 4	India, Kazakhstan, Kyrgyzstan, Mongolia, Portugal (Azores and Madeira), Tajikistan, Turkmenistan, Uzbekistan, China (mainland), Asian part of Turkey, New Zealand, Japan, Malta, Tunisia, Israel, Lebanon, Algeria, Morocco, Oman, Greece (islands), USA, Mexico





## PRIVACY NOTICE

for Business Partner's representatives, employees or agents appointed to handle the contract on Business Partner's behalf, and for Business Partners who are individuals

### YOUR DATA CONTROLLER

Your Data Controller is Profile VOX z ograniczoną odpowiedzialnością spółka komandytowa whose registered office address is at ul. Gdyńska 143, 62-004 Czerwonak, and which is registered in the Register of Businesses of the National Court Register (KRS) under KRS number 0000210637, REGON business identification number: 634591881; NIP taxpayer identification number: 7772776017; BDO waste management database number: 000002790. In all data processing matters, please contact us via our Data Protection Officer, either in writing to our address at ul. Gdyńska 143, 62-004 Czerwonak, or by e-mail to [iod@vox.pl](mailto:iod@vox.pl).

### PURPOSE AND LEGAL GROUNDS FOR PROCESSING

Your personal data will be processed for the following purposes:

1. To establish business contacts for the purposes of our legitimate interests as Data Controller, pursuant to Article 6(1)(f) GDPR;
2. To take steps with a view to a contract being concluded and to perform that contract once it is concluded pursuant to Article 6(1)(b) GDPR (this applies to Business Partners who are individuals);
3. To take steps relating to concluding a contract, acting under it or performing its terms, pursuant to Article 6(1)(f) GDPR (this applies to Business Partner's representatives, employees or agents appointed to handle the contract on Business Partner's behalf);
4. To comply with our tax and accounting duties, including to maintain tax and accounting records and to keep documentation for archival purposes, pursuant to Article 6(1)(c) GDPR;
5. To exercise and defend claims, pursuant to Article 6(1)(f) GDPR.

### Period of data processing

Your personal data will be processed for as long as provided by law, including by tax and accounting laws, and for the term of contract, and once our contract has expired or is terminated, for another 6 years for archival purposes and in order to exercise claims, if any.

### Recipients of your data

Your personal data may be disclosed to the following categories of entities:

1. members of the VOX group of companies;
2. trusted subcontractors, including providers and operators of selected IT systems and solutions (such as hosting or development and maintenance of IT services and websites);
3. courier and postal service providers;
4. debt recovery firms and law firms;
5. providers of product inspection, repair or replacement services as contracted by Data Controller.

Your personal data may be transferred outside the European Economic Area (EEA), and specifically:

1. to the USA, pursuant to the data protection clauses laid down by the European Commission in accordance with the examination procedure;
2. to India, regarding support of our SAP enterprise resource planning system, pursuant to the data protection clauses laid down by the European Commission in accordance with the examination procedure.

### Your rights

You have the following rights in connection with our processing of your personal data: the right to access your data; the right to rectify your data; the right to erase your data or to have their processing limited; the right to object to data processing; and the right to withdraw your consent. You also have the right to lodge a complaint with a supervisory authority. In Poland, this is the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych) at ul. Stawki 2, 00-193 Warszawa.

### Other information

If we have not received your data directly from you, this means that they originate from your employer or the entity you represent. Our data processing operations do not involve automated decision-making, including profiling.

