



## **RULES FOR 5 YEARS WARRANTY PROGRAM**

### **I General provisions**

1. The Organizer of the Program is Porta KMI Romania SRL with the registered office at the address: Arad, Street 3, No.11, Romania.
2. The Program is conducted in Bulgaria.
3. The Program shall cover an undetermined period.
4. The Organizer reserves the right to immediately terminate the Program without giving reasons and to announce his decision at the following web-site address: <http://www.portadoors.bg>.  
This does not however prejudice the rights of those Customers who had purchased the PORTA DOORS products before the termination of the Program and had received a warranty card.
5. This Program is conducted under the name "5 YEARS WARRANTY".
6. The "5 YEARS WARRANTY" program is addressed to those customers who purchase PORTA DOORS products (except Verte Basic) during the period mentioned in point 13.

### **II. Terms and conditions of voluntary participation in " 5 YEARS WARRANTY " Program**

1. The PORTA DOORS products under the Program (except Verte Basic) shall exclusively mean the door leaves and frames produced by the Organizer of the Program.
2. The Organizer of the Program provides an extended warranty of 3 years for all PORTA DOORS products (except Verte Basic) plus an additional 2-year warranty offered on condition that the services of an Authorized Mounting Group or mounting group of an Authorised Dealer are used. The list of Authorized Mounting Groups can be forwarded by the Porta Doors authorized dealers. Actual list of dealers is available at: [http://www.portadoors.bg/\\_страница\\_на\\_представителите,р18.html](http://www.portadoors.bg/_страница_на_представителите,р18.html).
3. The primary document evidencing voluntary participation in the Program is the purchase document for the Products (a purchase receipt or an invoice) issued during the period of the Program, including the product warranty card - which results in the 3-year warranty period.
4. The stamp of an Authorized Mounting Team in the warranty card of the Product and certified with an appropriate payment document for the services referred to in Article II Paragraph 3 or the



stamp of the Authorized Distributor in the warranty book (in case there are not provided Authorized Mounting Teams) ensures a further 2-year warranty - a total of 5 years! (in accordance with the provisions of Article III Paragraph 2 of the present Rules).

5. Participation in the Program is equivalent to fully accepting the "5 YEARS WARRANTY " Program rules.

6. All and any clarifications on the terms and duration of the Program will be provided by the Organizer. In order to obtain any clarifications, please contact the Organizer at Porta KMI Romania S.R.L, tel: 0040.257.227.400 or Arad, Street 3, No.11, Romania.

### **III. Detailed terms and conditions of warranty**

1. Subject to Article III Paragraph 12 Porta KMI Romania SRL — the Organizer of the Program as the Guarantor, warrants its products in the territory of Bulgaria provided that they are fitted in accordance with the installation manual included in the warranty card and are used in accordance with their purpose. The performance of the warranty obligations is executed under dealership agreements by representatives of the Factory, i.e. Porta KMI Romania Authorized Distributors, the current list of Authorized Distributors is available at <http://www.porta.com.ro/ro/dealers,p5/pd,bg.html>

2. The warranty period for products of Porta KMI Romania during the period of the Program is 3 years (36 months) + additional 2 years of warranty (24 months) for the door leaf construction and is granted on condition that the services of an Authorized Mounting Team (with valid authorization) or mounting team of the Authorized Distributors are used and this fact is confirmed with an appropriate stamp in the warranty card with a note on the installation location.

Attention: The extended warranty (24 months) is granted starting with the day of installation provided it occurs no later than within 3 months from date of purchase.

3. The 36-month warranty period is counted from the date of purchase indicated on the proof of purchase (an invoice or a purchase receipt).



4. The warranty services are rendered on condition of presenting the warranty card by the Buyer at the point of sale together with a proof of purchase and the invoice for the installation (which regards the extended 24-month warranty).

A warranty card is delivered with the Product. It is the Buyer's responsibility to obtain a warranty card from the Seller or an Authorized Mounting Mounter. All annotations and entries in the warranty card can only be made by the Guarantor, by an authorised point of sale or by an Authorized Mounter. The after-sales department is located at the registered office of Porta KMI Romania SRL., at the address: Arad, Street 3, No.11, Romania, tel. 0040.257.227.400.

5. The Guarantor undertakes to examine and settle any complaints as quickly as possible.

6. The delay in handling of any complaint are not considered when the inspection, replacement or repair is not performed for reasons attributable to the Buyer.

7. If the nature of defects does not require their removal in factory conditions, all such warranty repairs are performed at the Buyer's location.

8. In the warranty period (see Paragraphs 2 and 3) the Producer agrees to repair the defective products free of charge.

9. Evaluation of the character of defects and the way to handle a complaint is performed by a representative of the Seller or the Guarantor.

10. Examination of a complaint concerning a visible quality defect is performed on condition that such a defect is reported before the commencement of installation of the Product. Installation of accessories is deemed to be a commencement of installation of the Product. The Product must be returned in its original packaging.

11. The warranty becomes void if:

- any modifications are introduced in a door leaf or a frame,
- the construction of the product is altered,
- the statutory plate is removed from a certified Product,



- the warranty card is destroyed or lost
- an entry in the warranty card is made by an unauthorized person.
- the warranty book and/or the invoice for purchasing the products is lost or deteriorated

12. The warranty does not cover:

- any mechanical damages and external defects resulting from a failure to observe the normal rules for transport, storage and preservation of Products,
- discoloration and deformation, damage to elements and components caused by swelling of the material resulting from excessive humidity in the place of installation (doors should be fitted after the so-called wet work, e.g. application of plaster or laying of floors, is finished and in dry and airy rooms),
- discoloration, knots, slopes of grain, differences in color and stretched wood patterns resulting from the uniqueness of natural veneers,
- defects caused by incorrect preservation of the product for the duration of construction works (e.g. soiling with mortar, plaster or foam, cleaning with coarse or aggressive cleaning agents),
- the Producer is not liable for damage to the paint and laminate coat resulting from the use of adhesive tape on the Product,
- defects caused by misuse or negligence on the part of the Buyer,
- improper installation of the Product,
- malfunction of the Product resulting from random events, which are independent of the producer and operating conditions (flood, fire, burglary, etc.),
- natural wear and tear of the Product,
- short deliveries of elements and accessories acknowledgeable on delivery,
- powder prime coatings,
- powder surface coatings wherever they have been repainted by the Buyer,
- complaints are not accepted concerning the operations related to care, maintenance and conservation of the Product and adjustment of accessories.



13. The warranty on the Products sold does not exclude, limit or suspend the rights of the Buyer resulting from the non-conformity of the Product with the sale agreement.