

GENERAL WARRANTY CONDITIONS FOR INSULATING GLASS

1. Wood Glass Team Sp. z o.o. - in accordance with the following terms and conditions - provides the Buyer with a guarantee for the double-glazed units purchased by the Buyer and manufactured by Wood Glass Team Sp. z o.o.
2. Wood Glass Team Sp. z o.o. ensures that the double-glazed units produced meet the requirements of the PN-EN 1279-5+A2:2011 (1-6) standard.
3. This warranty is valid in the Republic of Poland.
4. The scope of the warranty covers only a defect resulting from a leak in the glass unit - consisting of water vapour rising inside the glass unit (on the internal surfaces of the glass), where the tightness is understood as the absence of this phenomenon under normal atmospheric conditions.
5. Loss of airtightness is considered to be only those cases where it has occurred for reasons of improper glazing workmanship.
6. The warranty does not cover:
 - 6.1. Loss of airtightness due to mechanical damage, cracking or breakage of at least one of the panes;
 - 6.2. Products ordered at the individual request and responsibility of the Buyer, non-standard products and products which do not comply with the factory standard;
 - 6.3. Mechanical damage, cracking and breakage of at least one of the constituent panes after acceptance by the Buyer;
 - 6.4. Defects resulting from a defective window frame, contact of the product with a chemical or abrasive agent;
 - 6.5. Unloading of products by the Customer;
 - 6.6. Collection and/or own transport of the products by the Buyer.
7. The warranty does not cover properties resulting from the physical parameters of the glass and the construction of the glazing unit, such as:
 - 7.1. Condensation of water vapour on the outside of the assembly and difference in the wettability of the glass;
 - 7.2. Wave interference effect and anisotropy;
 - 7.3. Variations in the colour of the glass and the concavity and convexity of the glass;
 - 7.4. Ringing of interglazing bars and tarnish from suction cup impressions, label rolls, etc.
8. Wood Glass Team Sp. z o.o. double-glazed units may not be modified under pain of warranty expiration.
9. The warranty starts from the date of manufacture of the glass and is marked on the spacer of the glass unit.
10. Wood Glass Team Sp. z o.o. provides a warranty for the period:
 - 5 years for double-glazed units in typical shapes;
 - 2 years for double-glazed units in non-standard shapes.
11. The warranty shall only cover double glazing units intended for use in civil engineering and construction works, while observing the rules of proper installation (according to the PN- EN 1279-5+A2:2011 Annex C standard) and the Buyer's observance of the general rules in accordance with the art of glassmaking - storage, transport, use of double glazing units or Wood Glass Team Sp. z o.o.'s special recommendations given to the Buyer and/or published on the website www.glassnatural.pl.
12. Defects shall be deemed invalid if they are reported more than 30 days after they have arisen.
13. The Buyer is obliged to inspect the goods immediately upon receipt. Information relating to the quantity and damage to the goods should be reported on the delivery note upon acceptance of the delivery.
14. Complaints must be made in writing using the form available on the website www.woodglass.pl and delivered with confirmation to the Supplier. The application should include the information contained on the manufacturer's label or on the spacer; in particular the Order number of Wood Glass Team Sp. z o.o., the dimensions, structure and date of manufacture, as well as photographic documentation if possible.
15. The Buyer is obliged to make the advertised goods available to Wood Glass Team Sp. z o.o., which is necessary to consider the validity of the complaint.
16. Wood Glass Team Sp. z o. o. reserves the right to decide on the manner of verifying the complaints.
17. Items not covered by the warranty shall refer to the "General Terms and Conditions of Sale" of Wood Glass Team Ltd.

