

WARRANTY

1. The products manufactured by ACRISTALIA S.L. include a five-year warranty, starting from the invoice date. This warranty covers the potential manufacturing defects or defects in materials used in the manufacture process:

- Warranty on glasses, applying the tolerance levels established in EN 12150:2016, EN 14449:2006, EN 1279:2019 standards.
- Warranty on aluminium profiles material, in terms of purity and possible corrosion caused by impurities and encrustations during the manufacture, according to EN 15088:2016, EN 755-9:2016.
- Warranty on aluminium deformations, own ones or derived from lack or shortage of tempering of the profiles.
- Warranty on finishes, lacquers and anodized as stipulated by the European quality labels Qualicoat, Qualanod, Qualideco, approved by the Spanish Government for surface treatments with powder. These treatments ensure a uniform ageing of the colours with no patches and unusual discolorations.

2. ACRISTALIA S.L. will be accountable for any issue with parts or defects attributable to the manufacturing. Warranty does not apply for:

- Damage or breakage of any part or component caused by an incorrect installation, wrong use of the product or incorrect maintenance.
- Damage caused by movements of the building, natural catastrophe or indirect damages caused by other elements external to Acristalia's products (awnings, antenna, roofs, installations in general).
- Glass breakage.
- Discoloration or degradation of the seals, if there are seals.
- Vandalism acts causing damage of the product.
- Scratches or marks on the glass or the aluminium that have not been reported via fax or email to ACRISTALIA S.L. within a maximum period of 48 hours after the reception of the goods.
- Deformations of the aluminium caused by the shift or movements of the structure of the building.



GENERAL CONDITIONS OF SALE

1. Since it is a custom-made product in terms of measurements, shape and finish, REFUNDS OR CANCELLATIONS ARE NOT ACCEPTED.

2. Even though ACRISTALIA products are accepted in most residents' association, if not, ACRISTALIA S.L. will be excluded from any dispute between the buyer or owner of the property and the residents' association or any other party involved.

3. If a PREPAID DELIVERY has been agreed, the product will only be delivered to the company who required it and at its registered address, at street level. If the delivery of the product can't be done for any cause attributable to the ordering company at its address, the latter will be accountable for any extra cost of transport, delivery or any other cause.

4. ACRISTALIA S.L. is a B2B company, providing its products to professional installers, therefore ACRISTALIA S.L. will only be accountable for the correct manufacturing of the products provided, and never of possible flaws or mistakes in the request, the measurements or the use of it, as well as issues caused by an incorrect installation.

5. ACRISTALIA S.L. will repair or replace the components or products with manufacturing defects, but will not take responsibility, at any time, for the work or costs that will entail the reinstallation of these products since it is part of the warranty the installer offers to its clients.

IMPORTANT

The present contract is signed in the city of Fuengirola (Málaga). The courts of the aforesaid city will be the competent to comply with what is agreed or to clarify points, with an express waiver of any other jurisdiction you could be entitled to.

—

Information note about data protection:

The client data will be incorporated in a file belonging to ACRISTALIA S.L. in order to manage properly business relations. To exercise the rights defined in the regulation you can address us with written communication.

Information note about use and maintenance of the products:

Visit our website acristalia.com, in the downloads menu you will find the Use and Maintenance Manuals of the different series. We suggest that you download them, delivery them physically and explain them to your end customer for a correct and longlasting functioning of the enclosure.