

## LIMITED WARRANTY FOR PRODUCTS DISTRIBUTED BY KHANDROO DESIGNS

1. Khandroo Designs (the “Company”) provides a limited warranty for all products sold and guarantees that the Company’s products meet all relevant technical requirements and standards required for reasonable performance.
2. This warranty is valid from the date of receipt of KHANDROO DESIGNS products, confirmed by the Buyer on the delivery note.
3. Khandroo Designs does not provide any mobile service to install replacement parts or make repairs nor provides reimbursement for such services rendered by third parties. The Limited Warranty applies to replacement parts per the details outlined below only.

### 4. POWDER-COATED PROFILES (Aluminum, Clad-Wood & Steel)

- ✓ The warranty period for adhesion of the powder coating applied with the use of powder in Class 1, which is a standard finish product, is 5 years.
- ✓ The warranty period for adhesion of the powder coating applied with the use of powder in Class 2 or 3, used for special orders, is 10 years. Unless specifically outlined in the offer, Class 1 powder coat is used.

### 5. ANODIZED PROFILES (Aluminum)

- ✓ The warranty period for anodized finishes is 5 years. The warranty covers the conformity of the thickness of the anode layer, surface protection in terms of corrosion and filiform corrosion, color resistance to changes excluding natural ageing and UV exposure.

### 6. PVC PROFILES

- ✓ The warranty period for PVC profiles is 5 years. PVC products with foil finish are warranted against fading for a period of 2 years.

### 7. WOOD PROFILES

- ✓ The warranty period for Wood profiles is 5 years.

### 8. INSULATED PROFILES

- ✓ The warranty period for the preservation of mechanical properties is 5 years.
- ✓ The warranty period for the preservation of thermal insulation properties is 5 years.

### 9. PROFILE FITTINGS

- ✓ The warranty period for system fittings (hinges, locks, window fittings etc.) is 2 years.

### 10. OTHER ACCESSORIES

- ✓ The warranty period for rubber seals is 5 years.
- ✓ The warranty period for other accessories is 2 years.

### 11. INSULATED GLASS UNITS

- ✓ The warranty for IGUs (Insulated glass units) to be free of significant obstruction within the airspace (e.g., chips, scratches, fingerprints, moisture, and discoloration) is warranted for (5) years. IGUs exceeding 70 square feet are limited to eight (3) years of warranty.
- ✓ Warranties for annealed, tempered, or laminated glass units vary based on the glass supplier and specific glazing unit chosen. Khandroo Designs will provide a warranty excerpt upon commencement of sale or request.

- ✓ The Buyer is responsible for any applicable transportation and re-delivery cost of broken glass units unless the units in question are broken in transit to the jobsite.
- ✓ Glass professionally verified as ‘spontaneous breakage’ will be replaced at a 50% discount. Glass and aluminum finishes may possess natural imperfections which will not be replaced.

#### 12. HOW TO MAKE A CLAIM

- ✓ Each defect that is subject to the warranty must be reported by the Buyer in writing to Khandroo Designs immediately after its discovery, to the following e-mail address: [info@khandroodesigns.com](mailto:info@khandroodesigns.com). The claim must include information about the nature of the defects discovered and photographic evidence of the item in question.
- ✓ A prerequisite for considering the claim is to submit: the invoice for the purchase of products that are subject to the claim to enable identification of the assortment. The invoice needs to be submitted to Khandroo Designs
- ✓ The claim will be reviewed by Khandroo Designs within 10 workings days

#### 13. VALIDITY OF THIS WARRANTY

The warranty is valid provided that the following conditions are met:

- ✓ The profiles have been purchased from Khandroo Designs and have been manufactured by one of Khandroo Designs partner manufacturers.
- ✓ Reasonable care has been exercised during transport, storage, and installation of the profiles on the jobsite.
- ✓ The profiles and their elements have been professionally and regularly maintained using appropriate agents in accordance with provided maintenance rules.
- ✓ Prior to placing the order, the Buyer must inform Khandroo Designs in writing that the profiles and constructions will be installed within 3 miles of a coastline, an industrial complex, or other wet areas (e.g., pools & ponds) that expose profiles and constructions to chemicals or other harsh elements (e.g., salt or chloride). Khandroo Designs will then evaluate the standard limited warranty on a case-by-case basis.
- ✓ Custom Constructions (e.g., oversized constructions) are not covered by the limited warranty. Prior to the purchase, Khandroo Designs will notify the Buyer of all items in writing identified as Custom Constructions.
- ✓ It is the obligation of the Buyer to prove that these requirements have been met.

#### 14. GENERAL DISCLAIMER

KHANDROO DESIGNS shall not be liable for any costs resulting from any actions undertaken by the Buyer without consulting KHANDROO DESIGNS and before obtaining KHANDROO DESIGNS written approval. Any unauthorized actions may result in exclusion of the product from the warranty.

The warranty is invalid if:

- Mechanical defects are found.
- Surface damages are caused by:
  - intentional or unintentional human error,
  - non-compliance with treatment and maintenance rules
  - erosion or typical “product ageing”
  - contact with chemicals occurred

- ✓ Non-compliance with regulations and code defined in technical approvals, system documentation, instructions, and other relevant documents, such as, site specific and building-specific approvals, building codes, chemical compatibility of materials used and others.
- ✓ Defects that are beyond reasonable control of Khandroo Designs occur such as:
  - natural disasters (hail, floods, earthquakes, tsunamis, volcanic eruptions, or others
  - war, civil war, act of terrorism, etc.
  - fire, radiation, explosion, or other external factors.
- ✓ Damage caused by improper handling, storage, installation, use or maintenance of constructions and glazing units.
- ✓ Differences in coloration that could have been noticed and claimed at acceptance of products.
- ✓ Differences in coloration due to specific materials, profiles or technology used.
- ✓ Differences in finish compared to the any color samples previously submitted to the Buyer.