

GENERAL WARRANTY TERMS AND CONDITIONS

Effective from May 1, 2025.

§ 1. Warranty period and conditions

- AH Hardt sp.j., hereinafter referred to as the Guarantor, provides a quality warranty for its products, provided that they are used for their intended purpose.
- The warranty period is calculated from the date of sale and is as follows:
 - 5 years – for products made of copper, brass, stainless steel, and aluminum
 - 4 years – for electrolytically galvanized products,
 - 4 years – for concrete products in plastic,
 - 2 years – for hot-dip galvanized and powder-coated products,
 - 12 months – for other products.
- Any defects or damage discovered during the warranty period should be reported to the Guarantor immediately.
- The warranty is conditional upon proper maintenance of the products:
 - all joints and fasteners should be covered with a thick layer of acid-free technical petroleum jelly (catalog number AH12300),
 - maintenance should be performed every 12 months, but not less than once every 24 months.
- The warranty period is extended by 12 months if the product was installed by AH Hardt sp.j. or an authorized installer, i.e., a company with a valid installation certificate issued by AH Hardt sp.j. The extended warranty is valid upon presentation of a document confirming that the installation service has been performed.

§ 2. Exclusions from warranty liability

The warranty does not cover defects resulting from:

- improper use or incorrect selection of the product for the installation conditions,
- incorrect installation (e.g., use of inappropriate tools),
- incorrect maintenance, storage, or transport,
- actions of third parties or the Buyer resulting in mechanical, chemical, or thermal damage or destruction of protective coatings,
- deliberate damage to products,
- use of non-original materials or materials not compliant with the manufacturer's recommendations,
- random events (e.g., fire, flood, etc.).

§ 3. Rejection of complaints

- The guarantor has the right to reject a complaint if they find:
 - the occurrence of the reasons indicated in § 2,
 - unauthorized modifications, repairs, or interference.
- If the complaint is rejected, the goods subject to the complaint may be returned to the Buyer at their expense and request.

§ 4. Conditions for filing a complaint

- Complaints should be submitted by logging into your customer account on the website en.ah.com.pl - Account - Complaints or via the complaint form available on the AH Hardt website: en.ah.com.pl/documents-and-certificates, which should then be sent to handlowy@ah.com.pl.
- It should include:
 - a written complaint containing: the name of the product, catalog number,
 - a detailed description of the damage and photographic documentation,
 - the purchase invoice,
 - delivery of the complained product in person or via a carrier - at the expense and risk of the Buyer.
- The product should be properly secured for transport

§ 5. Scope of the Guarantor's liability

- The warranty covers only:
 - free repair,

- replacement with a new or equivalent product.
- The Guarantor shall decide on the manner of handling the complaint.
 - The replaced products become the property of the Guarantor.
 - If the complaint is accepted, the Guarantor shall reimburse the cost of delivery of the goods based on the carrier's invoice.
 - If the product subject to complaint proves to be functional or not covered by the warranty, the Guarantor shall have the right to charge the Purchaser with handling costs (inspection, transport).

§ 6. Completeness of goods

- Before repair, replacement, or reimbursement, the Buyer is required to return the goods in complete condition.
- The guarantor may refuse to honor the warranty in the case of incomplete products.

§ 7. Documentation and responsibility

- Each product returned should have a detailed description of the defect – incomplete descriptions may prolong the processing time.
- The guarantor confirms receipt of the product with a receipt – this does not constitute acceptance of the complaint.
- The guarantor reserves the right to conduct an on-site inspection

§ 8. Complaint processing Times

- Warranty repairs will be carried out within 30 days of the product delivery date.
- In the event of a delay in payment by the Buyer exceeding 7 days from the due date, the term shall be suspended until the arrears are settled. The Guarantor shall have the right to retain the goods in storage

§ 9. Individual arrangements

In justified cases, it is possible to agree in writing on a different deadline or method of handling the complaint.

§ 10. Returns and repair documentation

- The warranty repair is confirmed by a complaint document.
- Goods are collected on the basis of a signed receipt.
- The cost of returning the goods after repair shall be borne by the Guarantor.
- Only products listed in Appendix 1 – “List of standard products” are eligible for return. Customized and non-standard products are not eligible for return unless they are found to be defective or damaged during transport.

§ 11. Warranty limitations

- The guarantor is not obliged to modify or upgrade products after newer versions have been released.
- The guarantor shall not be liable for any indirect or direct damage suffered by the Purchaser as a result of product defects.
- The warranty for the anti-corrosion coating covers red corrosion only. White corrosion is not covered by the warranty.
- The warranty does not cover products used in unnatural conditions (e.g., high salinity, chemical environments).

§ 12. Final provisions

In matters not covered by this document, the provisions of the Civil Code shall apply.