

**Appendix 1 to the General Terms and Conditions of Sale and Delivery****Warranty Conditions EXTRAL SP. Z O.O.****I. Introductory provisions**

The guarantee under the terms of these Warranty Conditions (Hereinafter WG) covers all goods manufactured or sold by EXTRAL sp. z o. o. based in Żory (hereinafter EXTRAL).

**II. Warranty period**

1. Unless otherwise provided by the WG, EXTRAL provides a guarantee within 1 (one) year from the date of delivery. The date of delivery is the date of handover of the goods in accordance with Incoterms 2020.
2. The warranty is not extended by the time of the process of replacement or removal of defects in the goods.
3. In the case of replacement of goods with a new one, the warranty period runs again.

**III. Warranty coverage**

1. EXTRAL provides a guarantee for goods only in terms of compliance with the requirements contained in the Technical Documentation and relevant Standards.
2. The condition of granting the guarantee is to meet the recommendations listed below, meeting the conditions resulting from the content of WG.
3. EXTRAL does not in any way ensure the suitability of the goods ordered by the Customer for any of the client's purposes, even if the Customer has informed EXTRAL about the purpose of the goods. EXTRAL's liability under the warranty for defects is excluded.
4. As part of the agreement EXTRAL will supply raw aluminium profiles; aluminium profiles; with surface treatment (lacquered or anodized) and aluminium profiles/workpieces with machining.

**A. Raw aluminium profiles**

1. With respect to all goods, the Customer is obliged to comply with the rules described in the label on the package (transport packaging) of the goods and in the recommendations for transport, unloading and storage of aluminium products.
2. The warranty expires in the case of:
  - a. processing, mixing or combining the goods in a way that makes it impossible to determine whether a defect has occurred for reasons inherent in the goods at the time of their release to the Customer;
  - b. mechanical or chemical damage;
  - c. where transport, unloading or storage has taken place in violation of the requirements set out on the label of the goods package and in the recommendations for transport, unloading and storage of aluminium products;
  - d. in the event of failure to report defects with the deadlines and in accordance with the rules set out in the agreement.

**B. Lacquered aluminium profiles**

1. Mechanically damaged profiles are not covered by warranty and chemically or exposed to aggressive environments during use.
2. The warranty covers only elements used in the environment from C1 to C3 inclusive in accordance with PN-EN ISO 12944-2:2001 "Paints and varnishes - Protection against corrosion of steel structures by means of protective paint systems - Part 2: Classification of environments.
3. The appearance of the coating is assessed on a significantly important surface, which is part of the total surface, important from the point of view of the appearance and usability of the product. The area of significant importance should be specified in the Technical Specification by the Customer. Significantly important edges, larger cavities and secondary surfaces are not included in the surface. The coating on the marked surface must

not have any scratches reaching up to the metal of the substrate. When the marked surface is viewed at an angle of approximately 60° to the top surface, none of the following defects must be visible from a distance of 3m: excessive roughness, stains, blisters, inclusions, craters, dull spots, pores, indentations, scratches or other unacceptable blemishes. The coating must have an even colour and gloss with good coverage. These criteria shall be met under the following assessment conditions:

- for elements used outdoors: viewing from a distance of 5 m.
  - for elements used inside: viewing from a distance 3 m.
4. The warranty does not cover damage caused as a result of storage, handling, assembly or use of the subject of the contract in a manner inconsistent with its intended use.
  5. The condition for granting the guarantee is the assumption of using the elements at a distance of more than 500 meters from the sea. In the case of using elements less than 500 meters from the sea, the warranty is considered invalid.
  6. The warranty does not cover painted elements on which defects caused during use do not exceed 5% of the surface.
  7. Differences in the DEKOR coating in the same pattern and the same shade of less than 15% are not disadvantageous.
  8. In the case of sections, the properties of the technological process result in approx. 2 cm of technical waste at each end of the section, which is not a defect.
  9. Surfaces bent after the painting process are not warranted; In places of bending, discoloration, cracks or paint chips may occur.
  10. If the Technical Specification does not indicate places for the execution of technological holes, they will be made at the risk and responsibility of the Customer in places by the service contractor.
  11. The warranty does not cover elements whose damage was caused by the action of temperature 60°C on the painted surface.
  12. In the case of varnishing the so-called warm profiles (with a thermal break), the varnish coating on the spacer has a deteriorated quality and properties, which is not a defect and is not covered by the warranty.
  13. The service made with the powder provided by the Customer is subject to warranty only if the powder is produced by a manufacturer with a current QUALICOAT certificate, the packaging is originally closed and delivery is not overdue, and the customer together with the powder provides technical data of the treatment (time and temperature of polymerization, electrostatic voltage of sputtering).
  14. The warranty does not cover elements whose powder coated surfaces have not been periodically washed by a professional service with confirmation of the date of the procedure. Clean tap water should be used for washing with a small addition of inert cleaning agents (maintenance should be carried out at least once a year).
  15. Damage to the paint coating caused by degassing of the zinc coating is not covered by the warranty.
  16. The warranty does not cover elements on which the continuity of the zinc coating has been violated.
  17. They do not constitute a discoloration of the varnish coating on the edges of the treated material, in particular cutting.
  18. They are not disadvantages of unevenness of the varnish coating resulting from the uneven structure of the material.
  19. The effects of the customer's failure to ensure the tightness of the welds protecting against penetration of the abrasive element and the chemical bath are not a defect in the painting service.
  20. Powder-coated elements damaged mechanically, chemically or as a result of aggressive environment (e.g. acid rain, high sunlight, etc.) during their use are not covered by the warranty.
  21. The foil and other materials in which the varnished material is packed are intended only for protection during transport and should be removed immediately after transport.
  22. The warranty does not cover defects resulting from failure to remove the protective foil and other materials and resulting from packaging methods not authorised by EXTRAL and storage of varnished elements.

23. The warranty does not cover defects resulting from the storage of painted elements in a different way than in dry and airy rooms, excluding exposure to external weather conditions (e.g. UV radiation, temperature, gases, humidity, precipitation).
24. The warranty does not cover damage caused as a result of storage, handling, assembly or use of the subject of the contract in a manner inconsistent with its intended use.
25. Abrasive blasting service (in particular by corundum, shot blasting, etc.) is performed under the sole responsibility and risk of the Customer, and is not covered by the warranty.

**C. Anodized aluminium profiles**

1. Mechanically damaged profiles are not covered by warranty and chemically or exposed to aggressive environments during use.
2. The warranty does not cover damage caused by storage not in accordance with the rules described in the label on the package (transport packaging) of the goods and in the recommendations for transport, unloading and storing aluminium products with the information on the label and handling, assembling or using the subject of the contract in a manner incompatible with its intended use.
3. The warranty does not cover damage to products made from other than exclusively recommended alloys for protective and decorative anodizing listed below:  
- EN AW 6060, EN AW 6063 series.  
There are 2 types of anodizing:
  - a) decorative anodizing,
  - b) technical anodizing.
4. The order for the anodizing service should be preceded by a detailed description of the required description of the required pre-treatment, which has a direct impact on the decorative appearance of the final product.
5. The recipient is obliged to provide requirements for the surface quality of the ordered profile and what will be its subsequent application, because the decorative appearance of the element after the anodizing process depends on it.
6. After the anodizing process on each end of the profile, traces of fastening may be visible, over a distance of up to 5 cm.

**D. Warranty of anodized weldments**

1. Anodizing weldments from open profiles entails the possibility of the following defects and threats excluding rights from this warranty:
  - a) due to structural changes and discontinuities within the weld, changes in the flow of current occur causing within this weld, in extreme cases the coating does not form at all;
  - b) the chemical composition of the weld causes a difference in its colour compared to the colour of the base material (the chemical composition of the welding wire must be as close as possible to the chemical composition of the welded elements);
  - c) poor melting of the weld can cause permanent damage during the etching process which can lead to permanent damage to the welded element;
  - d) in places of micro-fissures that act as capillaries, bath residues cause crystalline efflorescence in subsequent operation, which indicates the constant presence of bath residues and causes the destruction of the element.
2. Anodizing weldments from closed profiles carries the possibility of additional defects and hazards, in addition to those listed above.
3. The location and size of technological openings used to drain bath residues must be determined individually for each shape of the welded element.

**E. Maintenance of anodized products**

Only canned products are covered by this warranty as indicated below.

1. Products intended for internal use:
  - a) elements mounted in the interiors should be wiped with a soft cloth,

- b) an inert cleaning liquid and a soft cloth can be used for cleaning,
2. Products intended for outdoor use:
  - a) for outdoor applications where the decorative appearance and protective function are particularly important, e.g. portals, entrances, shop fronts, etc., weekly cleaning is recommended,
  - b) an inert cleaning liquid and a soft cloth can be used for cleaning,
  - c) for cleaning anode surfaces always avoid solutions of soda, alkali and acids,
  - d) also, do not use abrasive cloths with metallic fiber, wire brushes.

**F. Issues not covered by the above WG**

Issues not regulated by the above WG for surface treatment are specified in Qualicoat, Qualanod DIN17611, EN ISO 7599 and for extruded profiles EN ISO 755-9; 12020-2; 755-2, 573-3, 755-1 - to be checked and for machined profiles ISO 2768-1.

**G. Protection of Personal Data**

The administrator of Personal Data is: EXTRAL Sp. z o.o. the data is collected in order to establish contact, conduct business talks, and implement a business contract. The subject of personal data has the right to access personal data, the right to request correction, deletion or limitation of the processing transfer data. Details of the processing are available in the Data Protection Policy available at: <https://extral.com/dpp>.