

Dumaplast Limited Warranty

Dumaclin façade cladding

Dumaplast gives a 10 year warranty as from the purchase date or at most 12 years after the manufacture date for façade cladding and related accessories regarding the physical and mechanical product parameters and, specifically, with regard to cracks, splitting, corrosion, watertightness and resistance against frost within the framework of a normal application in Western Europe (moderate climate). The warranty cannot be transferred and only applies to the initial buyer.

Any real complaint should be made in writing giving full details of the complaint. The complaint should also include evidence of the claim, e.g., through samples, photos, etc.

Dumaplast reserves the right to check and inspect the relevant products upon receipt of the complaint to check if it is justified, both as regards the basis of the complaint and as to the amount being claimed. The claim must be filed within 60 days after the failure in question has become visible.

WARRANTY LIMITATIONS:

- The warranty is only valid if the products were installed and maintained as described in the general installation instructions on the website of Dumaplast. The warranty shall not apply if the product is used for other applications than façade cladding or when stored incorrectly.
- The warranty only applies if the purchase invoice can be produced together with the installation instructions (see the instructions in every package or the printed copy available on www.dumaplast.be).
- A product that already displays failures before installing and that is installed nonetheless, will be excluded from our warranty. **Complaints about inherent defects that were visible before installing will not be accepted after installation.**
- The warranty only applies to goods supplied in the original packaging. Clearance goods are explicitly excluded from the warranty.
- The warranty for water-resistance does not apply to foiled hollow panels and foiled trims.
- Our products are made with great care. However, there is no guarantee as regards small aspect and color differences in different production runs or batches.
- **Changes in the intensity of the colors of the façade cladding**, because of exposure to UV radiation under conditions of a moderate climate when the solar radiation < 100 kLy and temperatures are not higher than 40 °C up to a height of 1000 meters above sea level, **may occur uniformly over the entire façade**, but may not exceed level 3 of the gray scale in accordance with the EN 20105-A02 standard.
- Shipping damage or damage from improper handling of goods is expressly excluded from warranty.
- There is no warranty regarding impact strength, resistance to wear, scratch resistance, stain resistance, performance under extreme temperatures, humidity or variable air composition, or resistance to water penetration, since these are associated with use.
- The warranty for aging/color fastness is limited to 2 years for areas outside the EU due to climatic differences.
- The warranty is limited to a maximum height of 1800m above sea level because of the possible higher UV radiation at different heights. If air salinity is higher than usual, it may affect the surface of the panels or cause corrosion.

Dumaplast will never be held responsible for any loss or damage, directly or indirectly, related to the complaint. This warranty does not mean that Dumaplast can be held liable for any other damages or defects than those described in the warranty terms, except those covered by legal liability with regard to the customer's purchases. The warranty does not affect the customer's statutory rights.

Dumaplast may only guarantee that the panels themselves are waterproof. Making each joint between the panels waterproof is the installer's responsibility and consequently Dumaplast cannot be held liable for any damage resulting from this.

Dumaplast will never be held responsible for installation costs, relocation costs, transportation costs or third parties' costs, directly or indirectly, related to the complaint. Cost for any new installation or transportation will not be borne by Dumaplast, and will therefore remain the responsibility of the end customer.

Upon approval of the claim, it will be offset by a credit note or replacement for the rejected goods, at the discretion of Dumaplast.

With regard to claims where a product has been installed and subjected to a longer period of use, a percentage shall be deducted from the new price for each year of the warranty period scheme.

The annual deductions are as follows:

- For the first 5 years after the date of purchase: 15% of the initial price per year.
- For the following years: 5% of the initial price per year

This warranty is valid until it is replaced and falls within the terms described in the general sales conditions of Dumaplast, available on request.