



Warranty of InoWood BIO composite profiles

InoWood BIO composite profiles (hereinafter – the products) made of polymers (usually PVC) and wood flour (organic material). Often, due to the properties of organic material, natural colour differences may be observed, colour shades of the profiles may vary, colour tone may change over time.

InoWood products are given a 5-year warranty from the moment of purchase, provided that all the warranty conditions below are met.

Territory of validity of the warranty: EU states, Russia, Norway, Belarus, Moldova, Sakartvelo, United Kingdom.

The manufacturer guarantees that the products will remain resistant to termites and other insects as well as rotting processes throughout the warranty period.

Warranty conditions:

- Compliance with the manufacturer's recommendations when installing the system only in accordance with the installation instructions, using only the materials specified by the manufacturer and valid construction standards and compliance with the use and maintenance conditions of the product.
- The ground of the warranty is the submission of the document confirming the purchase of the whole system or its elements
- Submission of the complaint in writing according to the location of the seller's office within 30 days from the moment of detection of the defect. The required warranty condition is the seller's inspection of the location of the installation of the InoWood profile system.
- Warranty is not valid in following cases:
 - damage caused by incorrect storage (the profiles are stored in accordance with the due diligence principle, that is considered, but is not limited to: profiles are stored in packages, normal ambient temperature (not higher than 40°C), relative humidity is 70-85%, profiles are protected from rain, direct sunlight and other weather conditions), transport, wrong installation and violation of the use and maintenance requirements.
 - damage caused by mechanical damage, natural disasters, fire or hostile actions of third parties (e.g. vandalism).
 - damage caused by structural defects, including construction structures on which the InoWood profile system was installed.
- The manufacturer shall not cover the costs or losses associated with the use of the products, costs associated with replacement or removal, work or other costs (e.g., transportation) and does not undertake to cover installation costs.
- The manufacturer reserves the right to modify the conditions set.

If unusual wear occurs in InoWood products within the given warranty period and under the above conditions, the seller undertakes to replace defective products considering their depreciation and the previous warranty period.