



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 are given a 25-years warranty (rotting of the product), 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, Georgia, 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:

- Guarantee is only valid if the product was issued by InoWood directly or from an authorized representative.
- If the product is installed and used in the first 90 days after the purchase.
- Basis and terms of the guarantee is a document, which shows the system or elements purchase.
- A complaint is presented to the headquarters by mail no longer than 30 days after the defect is noticed. InoWood must inspect the location of the profile system installation.

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.