



WARRANTY CARD

2024.

General

The warranty certificate confirms the quality of the products from the production program of Lokve d.o.o. by signing (the order confirmation document), the customer confirms agreement with the defined elements of the order confirmation, which includes the product typology, size, color, and other technical characteristics. The warranty certificate is valid only with the presentation of the issued invoice.

Warranty

The manufacturer guarantees the quality and proper functioning of the products within the warranty period, which starts from the day the product is delivered to the customer. An integral part of the warranty statement is the document MANUAL FOR HANDLING AND MAINTENANCE OF LOKVE PRODUCTS, which is also given to the customer upon receipt of the product. Improper handling and maintenance of the product that is not in accordance with the Instructions for handling and maintenance can lead to scratches, breaks, changes in the structure and color of the profiles, and oxidation of the hardware, which cannot be subject to the warranty.

In the case of self-installation, we do not guarantee the proper functioning of windows and doors, and if the product is damaged due to improper installation, the warranty will not be honored.

Storage of goods that is not in accordance with the Manual (humidity, exposure to aggressive substances...) can lead to damage, thereby excluding the warranty claim. For continuation or performance of service tasks, the customer must provide unobstructed access to the window elements (e.g., moving curtains, furniture parts, etc.) as well as covering the floors.

If the aforementioned is not done, the manufacturer does not take responsibility for any resulting damage. Visible defects must be reported immediately upon receipt or delivery of the goods.

Complaint

The customer is obliged to inspect the products upon receipt, ensuring that the goods are free of defects and do not deviate in quality and quantity as defined in the order confirmation, and to act according to the principle of a conscientious and good owner. Otherwise, any deviations cannot be considered as a subject of complaint.

Upon completion of the product installation, the installer, in the presence of the customer, fills out: REPORT FOR INSTALLED JOINERY AND PERFORMED WORKS and REPORT FOR OBJECT INSPECTION. The customer and the installer certify it with their signatures, and if there are any comments on the joinery or the service performed, it is stated with a description of the performed work, a description of the defect/comment (whether it was caused by the customer, installer, or carrier), and photographs are attached.

In case the customer notices a defect in the product or installation service after the successful handover of the completed work and products, they must report and document it with a photograph within 2 days from the start of the installation.



Warranty Period

5 YEAR WARRANTY!

For delivered and installed products, we offer:

- **5 years** on the functionality of related materials such as wood, aluminum profiles in the case of window systems made of wood with an aluminum cladding.
- **5 years** on insulating glass against the occurrence of condensation in the space between the glass panes.

· Condensation on glass surfaces occurs individually on windows whose glass has high thermal insulation, in the early morning, at high humidity. This happens because the temperature of the glass surface at night, due to high thermal insulation, is lower than the ambient temperature. The internal temperature is hard to transfer to the external glass due to good insulation. Early in the morning, the outside air can warm up somewhat faster than the external window glass. Due to high humidity, condensation occurs on the glass. As the glass temperature rises, the fogging/condensation will disappear. This phenomenon proves that the thermal insulation is excellent. The occurrence of condensation on both the external and internal glass is conditioned by physical processes and cannot be the subject of a complaint.

· Butyl (sealant) may protrude into the space between the glass panes by 1 mm at two places in a width of 2 mm and a length of 10 mm.

· In case of glass replacement, the difference in glass color compared to the newly installed glass and other existing glasses is not subject to complaint.

· No warranty is given for dents, rattling of dividers inside the insulating glass, thermal and mechanical glass breakage.

· Defects in glass that are not visible from a distance of 2 meters in daylight, without direct sunlight or artificial light, are not considered defects.

3 YEAR WARRANTY!

- Against corrosion on half-olives that are not mechanically damaged.
- Resistance of anodized and powder-coated aluminum surfaces against atmospheric influences.
- Against oxidation and corrosion of window and door hardware.

2 YEAR WARRANTY!

· Resistance of wooden elements against weather influences, prescribed hardness of products, dimensional stability according to standards.

· Functionality of products and installed hardware for smooth operation of windows, balcony doors, panoramic walls, and other products from the Lokve production program.

· Mechanical stability of sashes and frames.

· Installed hardware for shutters and blinds and resistance to normal weather influences, hardware hardness, flawless operation with normal use.

Warranty cannot be honored in the following cases:

- If the complained product is not fully paid.
- Minor deviations in construction, color, measurements, etc.
- Wood is a natural material and slight differences in structure and color are not and cannot be the subject of a complaint (it is possible that individual components may slightly differ in color, e.g., glazing beads, cover strips, etc.), and also the difference in color or tone of the product ordered by the customer in case of a later reorder cannot be the subject of a complaint. The same applies to colors ordered as an extra additional choice according to the RAL color chart, and were not tested on samples before the order. There may be a deviation in color tone in the case of extra ordered colors, based on the difference between handmade samples and serial parts.
- Wooden windows ordered without appropriate final protection (thick-layer varnish) are delivered without intermediate sanding and it is necessary for the customer to additionally protect the wood surface appropriately according to the surface protection regulations, as impregnation alone does not provide satisfactory wood protection. Lokve d.o.o. rejects all complaints about defects and replacement requests based on the lack of appropriate protection, both directly and indirectly.
- For products made of conifers (especially products made of larch, pine), there is a possibility of resin exudation from the wood structure. This resin exudation is natural and the manufacturer cannot influence it.
- If the installation of the product was improperly performed, or was not performed by an authorized installer.
- If the complained product was installed at the insistence of the customer, despite indicated defects, and the seller did not approve the installation.
- If the product was exposed to extreme weather conditions, saltwater, aggressive gases before or after installation.
- In the case of damages due to mechanical and chemical impacts on the surface (impact, scratch, cleaning), force majeure, improper use, or overloading of windows/doors.
- If the products were exposed to direct weather conditions (rain, hail, snow, sun) during storage or stored in a humid and unsuitable place.
- For failures and damages caused as a result of other defects that were not timely corrected.
- If the product was produced according to the customer's measurements and construction data, and it is not in accordance with the technical norms and regulations of the manufacturer, the profession, or the hardware manufacturer (e.g., exceeding the maximum permissible product dimensions).
- Variations in color of individual anodized and powder-coated bars on window frames, as well as aluminum profiles and roller shutter guides, are production and material conditioned, and no warranty is given for this.
- Deviations in shades of colors of window accessories (e.g., roller shutter boxes, roller shutter guides, hardware, cover caps for hardware, aluminum shutters, etc.).
- If the product is installed in a room/object where humidity exceeds 55%.

- If the product is not handled and maintained in accordance with the instructions stated in the "Manual for Handling and Maintenance of Products" of Lokve.
- Variations in color shade on the surface of wood or aluminum caused by environmental influences are not defects.
- Variations in color shade and structure of wooden samples in lamella construction are not defects.
- "Defects" in glass that are not visible from a distance of 2 meters in daylight, without direct sunlight or artificial light, are not considered defects.
- "Defects" in wood that are not visible from a distance of 1 meter in daylight, without direct sunlight or artificial light, are not considered defects.

