

TERMS OF WARRANTY



2019

DOR-JAN WINDOWS & DOORS TERMS OF WARRANTY

The manufacturer provides a 24-month warranty from date of purchase on the sales invoice.

In the event of a complaint within the warranty period the manufacturer undertakes to:

1. Consider a complaint within 14 days. The complaint should be in writing and accompanied by the relevant warranty card and proof of purchase. Recognised defects will be corrected as soon as can be mutually agreed.
2. Rectify recognised and reasonable defects free of charge.
3. Replace the goods free of defects if any remain following three attempts at rectification.

Terms of warranty:

1. Proof of Purchase. A fully completed and valid Warranty Card and Sales Invoice are required to establish Proof of Purchase. Acceptance by the buyer of the Warranty Card constitutes acceptance of these Terms of Warranty. It is the responsibility of the Seller to provide the Warranty Card to the Buyer.
2. Installation must be by an agreed specialised installer in accordance prevailing building rules and regulations the manufacturer supplied installation instructions.
3. Any and all doors supplied must be used for the purpose intended.
4. The quality and completeness of the goods delivered must be checked by the buyer prior to the start of installation. The check should confirm size, direction of opening, doors and frames are consistent with the customer's order.

INSTALLATION WILL NOT COMMENCE IF VISIBLE IRREGULARITIES OR INCOMPATIBILITIES ARE IDENTIFIED.

5. Obvious defects – visible should be highlighted and noted at the time of purchase and no later than prior to the mounting the door. A damaged door will not be installed.
6. Warranty shall not apply in the event of:
 - a) Failure by the buyer to properly check the quality and completeness of the goods as set out in item 4 above before any work on disassembling the “old door” or the use of new materials commences.
 - b) Improper transportation, storage at buyers premises or misuse prior to installation.
 - c) Damage caused outside the plant.
 - d) Damage not reported at the time of purchase.
7. The method and place of any claim will be determined by the manufacturer.
8. In the case of replacement of defective parts a new recipient is obliged to issue advertised things from the receipt of goods free from defects. The manufacturer shall bear the costs of delivery of products (in the framework of a complaint) to the point of sale.
9. In the case of unjustified complaints, the manufacturer reserves the right to pass on to the customer any additional costs incurred. In the event of any complaints concerning DOR-JAN products or services concerning warranty and proper intended use of a product the laws of the Republic of Poland shall apply.

DOR-JAN exterior doors can be used in residential, commercial and public utility premises on the following conditions:

1. The door should be protected from direct sunlight and precipitation – (canopy required)
2. In the case of installation in poorly ventilated spaces surface condensation can occur. This shall not be considered justification for a valid complaint.