

Producer guarantee

Producer grants a 5 years Guarantee on all delivered products according to the Danish law of building materials.

Manufacturer grants a 5 years Guarantee on all delivered products according to the Danish law of building materials.

1. The present Guarantee is valid for a period of 5 years with effect from date of invoice and covers defects in manufacturing and or material.
2. On the finding of defects and shortcomings your complaint must be in writing and promptly forwarded to *Manufacturer*.
3. With defects, damage and shortcomings you have to send photos of the goods in question, and *the Manufacturer* will then estimate to what extent removal of defects can take place by means of repairs/partial replacement or by delivery of other goods.
4. If defects in manufacturing and material can be set right by means of repairs/partial replacement, the defect must be remedied by your company. However, the manufacturer pays the costs in full, provided that you forward an offer for the repair/replacement before commencement.
5. In case that faults, damages or defects in material cannot be remedied on the spot by your company, *the manufacturer* is obliged to deliver other parts or goods without cost of materials/products on your part. Other parts/products will be sent by post or together with a subsequent order/delivery. This does not apply to the costs as stated under item 8
6. Should *the manufacturer* have ceased production of an article at the time of complaint, *the manufacturer* shall be entitled to supply you with a similar product.
7. A condition for this guarantee is that the product currently is in good repair according to the *manufacturers* Fitting and Maintenance Guide.
8. The present Guarantee does not cover the expenses by fitting of another product including the expenses of dismounting the defective item, delivery cost from DK and faulty product.
9. The guarantee does not meet defects and shortcomings that are due to:
 - Ø Defective fitting or incorrect operation.
 - Ø Improper maintenance.
 - Ø Wrong keeping, transportation etc.
 - Ø Unauthorized effort to make repairs.
10. This guarantee only applies to products that are fitted in Great Britain and Ireland at the time the claim is forwarded, and the original paid invoice can be showed from customer The manufacturer / company which gives the guarantee is named on the "DVC" label – and on the products.

