

Congratulations on your purchase and thank you for buying ECO+
 We strive to provide our products with the highest possible quality.
 We hope that they will serve you for many years.

Warranty terms:

- This guarantee is granted by ECO+ with headquarters at Sterlingbuild Ltd, Unit 14 Barnfield Road, Folkestone, Kent, CT19 5SU. Eligible under this guarantee ("the Guarantee") is an entity which is a natural person, legal person or organizational unit without legal personality (hereinafter "User"), and at the same time not being an entity engaged in the further resale of products (hereinafter "Distributors "), Or assembly (hereinafter "Installers") as part of their business.
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- The guarantee is granted for a particular product (hereinafter "Product"), for the appropriate guarantee period (hereinafter "guarantee period").

Subject of guarantee:	Guarantee period:
ECO+ toughened glass in the range of resistance to hail (concerns only the outer toughened pane)	indefinitely
Glazing units only in the area of loss of tightness (by loss of tightness is meant the occurrence of dew vapour inside the glazing unit on its internal surface)	20 years
ECO+ roof windows with flashing kits excluding glazing units	10 years
ECO+ windows for flat roofs, excluding glazing units.	10 years
Roof skylights ECO+ NKS with flashing kit. Applies to skylights installed in residential rooms.	10 years
Roof skylights ECO+ with flashing kit. Applies to skylights installed in non-residential rooms.	2 years
ECO+ interior and exterior accessories, including: interior blinds, external blinds, awning blinds, insect screen, pleats, blinds for flat roof windows.	2 years
ECO+ accessories for roof windows automation	2 years
ECO+ Q-LON foam gasket – it's material structure	5 years
Other ECO+ Products	2 years

- The guarantee covers only the above ECO+ Products.
- The guarantee period begins on the date of purchase of ECO+ Products from a Distributor or other entity that sells as part of its business. The date of sale is confirmed by relevant documents, i.e. a VAT invoice or a receipt. The guarantee period for glazing units starts from the date of manufacturing of the glass, marked on the spacer between the panes. The end of the guarantee period is the expiration of the guarantee periods referred to in point 4 of this guarantee.
- The Distributor is obliged to quantitative and qualitative reception of ECO+ Products.

8. This guarantee covers:

- a) design flaws - caused by faulty design,
- b) material defects - caused by the use of defective materials,
- c) manufacturing defects - resulting from errors during production.

Other types of defects of ECO+ Products are not covered by this guarantee and are excluded from liability of ECO+.

9. This guarantee does not cover:

- a) ECO+ products that require maintenance and / or servicing, and have not been subjected to maintenance and / or servicing in accordance with the maintenance instructions.
- b) thermal and mechanical cracks of glazing units resulting from submission of excessive thermal and mechanical loads,
- c) phenomena of gradual loss of gas filling during exploitation of glazing units (in accordance with relevant industry standards),
- d) change in colour, loss of carpentry paint gloss caused by material aging, sunlight, salty or acid rain, salt, and other phenomena that may cause corrosion or material changes.
- e) damages caused as a result of installing accessories manufactured by entities other than ECO+, as well as any unauthorized actions interfering with the construction of the Product,
- f) defects due to accumulation and condensation of water vapour resulting from an inadequate ventilation,
- g) dampness or damage of the Product caused by renovation works, construction, as well as due to a faulty construction project, movements of the building where the Products were installed,
- h) changes that occur in the product or its elements as a result of normal use,
- i) improper operation or limitations in normal functioning resulting from: icing, snow, retention of branches, etc.,
- j) damage caused by an accident - including accidental or deliberate blow resulting in the cracking or breakage of the glazing units,
- k) irregularities of surfaces and paint coatings not visible in normal use,
- l) slight differences in shades of the flashings,
- m) differences in the drawing of wood, its colours, and the presence of wood knots in woodwork,
- n) small gaps on joinery joints resulting from the natural properties of wood,
- o) inevitable or expected deterioration of the parameters and effectiveness of the Products, including technical values / specifications, as well as general immunity,
- p) damage caused in transport,
- r) products incorrectly installed, not installed in accordance with the installation instructions attached to the product. Possible lack of instructions in the product packaging does not release from its use, Installation instructions for ECO+ products are available on the Sterlingbuild website. The instructions should be given to the installer before commencing installation,
- s) product that went under unauthorized repairs,
- t) all other cases and phenomena not specified in this Guarantee as a defect.

10. This Guarantee does not limit the user's rights set by law, however ECO+ is not responsible for the consequences of improper use of the Products, as well as claims for indirect damages (loss of benefits) due to flooding, damage to health and all cases that were not impacted by ECO+ in particular: vandalism, fire, war, terrorism and other events that cannot be predicted and are beyond the control of ECO+ and their consequences.
11. In order to file a complaint, the User should submit a written complaint within the guarantee period, within 7 days from the disclosure of the defect. The user may submit a complaint to their dealer where the product was purchased. In any event, the User is obliged to provide proof of purchase of the ECO+ product containing the date of purchase and the name or description enabling identification of the product and providing all data available.
12. On the basis of this guarantee, after submitting a complaint by the User, ECO+ will assess and classify any defects or damages, and at its sole discretion will determine the mode of action taken:
 - a) repair the defective Product with the User,
 - b) exchange the Product for a product free from defects. The costs of assembly and disassembly of the Product shall be incurred by the User,
 - c) Make a refund for the purchase of the product. A refund is available to the amount incurred by the user at the time of purchase, whilst returning the defective product. ECO+ may charge the costs for carriage and deduct from the refund amount,
 - d) perform other activities depending on the specification of the product.
13. The user is obliged to pay special attention to the quality of the product assembly carried out. The product should be installed in accordance with the assembly instructions, by a qualified installer, in the right conditions. The product must not be exposed to excessive humidity. Woodworking in too low temperature and high humidity may cause its irreversible destruction, which is excluded from the guarantee and liability of ECO+.
14. ECO+ may refuse to make repairs if in its recognition it requires excessive costs, causes difficulties or exposes them to further losses. ECO+ undertakes to take complaints within 21 days of making a complaint. The User is obliged to provide secure access to the product, which the complaint concerns.
15. ECO+ does not perform any activities related to maintenance, cleaning or inspections, technical and assembly adjustments. ECO+ may charge the costs of repair, travel, costs of repairing parts, items, equipment and remuneration of the servicing person - if the Product is not covered by the guarantee, regardless of the reason for its loss or expiration, or in the case of unjustified complaint notification.
16. In matters not covered by this guarantee, the provisions of the Civil Code shall apply. The competent court for resolving disputes that may arise from this guarantee is the court with jurisdiction over the seat of ECO+.

We recommend that you read the instructions for use and maintenance of ECO+ products available through your dealer or through Sterlingbuild.co.uk