



GUARANTEE

Vicaima doors and frames are guaranteed for 10 years against faulty materials or manufacture, provided that doors are maintained according to our recommendations. The Vicaima guarantee period begins from the date of invoice and stipulates that said products, when sold as new, are in accordance with the manufacturer's technical specifications and free from defects in materials or workmanship.

We are unable to guarantee against warping, twisting and bowing when our doors are fitted in a pocket system or in sliding door situation or any other situation where our doors are not fitted with 3no traditional steel butt hinges. Vicaima doors are not guaranteed against warping, twisting or bowing when fitted in locations that have large heat differential on either side of the door, ie when doors are fitted to apartment entrances and there is an unheated corridor or to an integral garage situation, etc.

Please note: Glass, ironmongery etc. and other ancillary items are covered by the individual manufacturers guarantee, however are guaranteed by Vicaima for a period of 5 years.

**In the unlikely event one of the above mentioned products, shows to be defective in material or workmanship:**

- 1- Do not proceed with installation.
- 2- Contact our Customer Service department immediately.
- 3- We will take at our sole discretion, the initiative to replace the part in question, with the same product or, if this is no longer available, to provide its' repair or replacement by another of equal value and similar in colour, design and quality.

Any claims must be submitted within the deadline of 30 days after date of invoice\*\*

\*\* Within the manufacturers guarantee period and post-handover of a property any subsequent complaints should be made in writing to our Customer Service Department.

## WARRANTY EXCLUSION CLAUSES

### 1. Installation, maintenance inadequate or inappropriate

Installation must be performed according to the recommendations and conditions of application. It is the buyer's responsibility to obtain and comply with the recommendations for maintenance. If you use products recommended by the Vicaima brand, you need to care for and protect the products, in order to keep its' visual appearance. The use of products other than those recommended for maintenance, may cause damage to the product and void the Warranty.

### 2. Changes or unauthorized repairs

This warranty does not cover any process, operation or treatment that has been made to the product and that is not specifically recommended by us. Changes or repairs made by any party other than a representative authorised by Vicaima will invalidate the warranty.

### 3. Extreme environmental conditions

The products should be stored / installed in appropriate locations and environmental conditions. Exposure to extreme heat, moisture, or excessively dry, or under high thermal differences, will invalidate the warranty.

The Warranty does not cover the appearance of cracks, deformation, dirt or product changes by the action of ultraviolet rays.

### 4. Damage caused by blunt objects, accident, misuse or "force majeure"

The Warranty does not cover damage caused by impact of blunt objects, use inconsistent with our instructions, lack of maintenance care, misuse, neglect, moisture, burns or other abrasives.

### 5. Colour differences

Given the possibility of the referred products being based on natural materials, Vicaima cannot ensure colour uniformity between samples or photographs or actual finish from one batch to another or any discoloration or damage to the surface due to sunlight exposure. Veneer is a natural product and so variation in colour and grain configuration may occur.

### In case of use of the Guarantee, proceed as follows:

**a)** All complaints should be directed to Vicaima, along with this Warranty Certificate (referring to the date of purchase, type and category of defective products and indicating the quantity of purchased products) as well as the purchase invoice\*. These elements can help detect if the cause of the problem is related to the manufacture, installation or maintenance. Document your exposure and keep it on file until your problem is resolved. \*Except where the party was not the direct purchaser and in which case any complaints should be made via the original builder / developer in the first instance.

**b)** If you are not satisfied with the information from your supplier, the defect must be inspected and verified by an authorized representative Vicaima.

**c)** If the replacement is made under this Guarantee Vicaima, the same product and finishing pattern will be provided when and where possible. The development policy of continuous improvement and perfection that we practice leads naturally to increase, replacement and modification of models and product specifications without prior notice, by which some products and models may