

## **1 GENERAL INFORMATION AND SCOPE**

1.1 The terms and conditions indicated below (the "General Sales Conditions") are an integral part of the sale and supply contracts concluded between SERR.ALL. INDUSTRIA SERRAMENTI S.R.L. (hereinafter, simply, SERRALL) and Companies, Professionals and Individuals (hereinafter "Customer")

1.2 These general sales conditions govern all current and future sale and supply contracts between SERRALL and the customer. Any exceptions will be valid only if confirmed in writing by SERRALL.

1.3 The supply of the products being sold is subject to the acceptance of these general sales conditions by the Customer, who may intervene both in written and tacit form. In this latter regard, the execution of the contract by the Customer will be considered as a tacit acceptance of these general sales conditions.

1.4 Express or tacit acceptances of these general sales conditions and, in an case, the Customer's sending of an order constitute the Customer's waiver of the application of his or her general and particular purchase conditions. Any condition contained in the order that modifies, contrasts or contradicts these conditions will be considered invalid and not applicable.

## **2. ORDERING AND CONTRACT FORMATION PROCEDURES**

2.1 Orders constitute irrevocable Customer purchase proposals binding on the same for 30 (thirty) days following the date on which SERRALL has received them. Within this period, SERRALL may communicate to the ordering Customer the acceptance of the order by sending an order confirmation. The Customer cannot make any claims if the order is not accepted.

2.2 All orders must be submitted in writing and complete in all necessary parts for the correct identification of the products requested. Telephone or verbal orders will not be accepted.

2.3 SERRALL reserves the right to refuse modifications or cancellation of orders in relation to the progress of the order. In any case, it remains understood that for order changes and cancellations to take effect, they must be expressly accepted in writing by SERRALL.

2.4 If the order confirmation sent by SERRALL changes the Customer's order, this change will be expressly accepted if the Customer does not reject it in writing within 3 (three) business days from its receipt.

## **3. PRICES AND PAYMENT CONDITIONS**

3.1 The prices are net of VAT, transport and packaging costs.

3.2 The prices applied to the order will be those in force at the time of acceptance of the order itself or the different prices specifically indicated in the order confirmation.

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3.3 Unless otherwise agreed in writing between SERRALL and the Customer, the costs relating to transport, unloading, transport insurance, installation, assembly, including the costs relating to masonry and electrical works, connections and any other work or service necessary for the use of the products are excluded and borne by the Customer.

3.4 All payments must be made at the administrative offices of Taverne di Corciano - Italy (PG), in the manner and terms indicated in the order confirmation.

3.5 In the event of the Customer's non-fulfilment of the obligation to pay the price or part thereof within one week from the relevant due date, as well as in the event of non-payment of checks, drafts or bills of exchange delivered in payment, the Customer will lose the benefit of term pursuant to Article 1186 of the Italian Civil Code and SERRALL will have the right to demand immediate payment of all sums due. If the agreed payment terms are delayed, SERRALL will automatically apply overdue interest according to and for the purposes of law 231/2002, without prejudice, in any case, to SERRALL's right to request compensation of the greater damage suffered.

3.6 In case of delay or irregularity in payments, SERRALL reserves, in any case, the right to:

- suspend supplies in progress, even if not related to the payment in question;
- vary the payment and discount methods for subsequent supplies, including requesting advance payment or the issue of additional guarantees.

3.7 Payments made by the Customer will be charged first to the expenses, then to the interests and finally to the capital. If more contracts are in force between the Customer and SERRALL, SERRALL has the right to establish to which obligation the payment must be imputed.

3.8 The Customer will not be entitled to suspend payments for any reason or cause, as the *solve et repete* clause is expressly agreed. The Customer waives in advance to request offsetting with any credits, however originating, with respect to SERRALL.

#### 4. DELIVERY TERMS

4.1 SERRALL and the Customer establish the commercial terms (INCOTERMS 2010) in writing for the delivery of the supply of the products being sold. In case of EXW delivery (INCOTERMS 2010), if requested by the Customer, SERRALL will organise the transport of the products but always at the risks, costs, and expenses of the Customer.

4.2 Failures, errors or damage concerning the packaging of the products must be reported on the transport document before signing the same and communicated promptly and in any case not later than 5 (five) business days to SERRALL in writing, under penalty of loss of any form of guarantee.

4.3 The Customer is required to take delivery of the goods even in the case of partial or subsequent deliveries on the agreed date. All expenses generated by failure to collect the goods will be borne by the same.

4.4 If the Customer, after the conclusion of the contract, requests modifications of any kind concerning the quality and quantity of the products, SERRALL will have the right to modify the

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prices and establish new delivery and payment terms, without the Customer being able to cancel the placed order.

4.5 SERRALL cannot be held responsible for late or non-fulfilment due to unforeseeable circumstances or force majeure, such as, by way of example but not limited to, the Customer's unforeseeable events, facts or omissions, facts or omissions of the Authority, fires, strikes, riots, natural disasters, public security measures, popular uprisings, delays in means of transport, impossibility caused by a fact not attributable to SERRALL to have the necessary workforce, materials or means of manufacture. In case of delay caused by similar events, the delivery terms will be extended for a period equal to the time lost due to them. In no case will SERRALL's delay in delivery entitle the Customer to request the termination of the contract.

4.6 The risks of loss and deterioration of the products will be borne exclusively by the Customer if, after 7 (seven) days from the notice that the goods are ready for delivery, the Customer fails to collect the goods or has not provided instructions for shipping.

## 5. RETENTION OF TITLE

5.1. The delivered products remain the property of SERRALL until full and exact payment. Consequently, in the event of total or partial non-payment, the Customer is required to return the goods delivered upon simple request in writing from SERRALL.

5.2 The Customer will have to fulfil all the obligations required by local laws to make this retention of title clause valid and enforceable against all third parties also by making the registration in each special register, where locally requested.

## 6. WARRANTY AND COMPLAINT OF FLAWS

6.1 The technical characteristics and quality of the products are those indicated in "Serr.All. Industria Seramenti Srl's doors and windows quality standards, last valid revision, where the relative tolerances are also indicated. The Customer will have full responsibility for the installation and use of the products, including obtaining all permits, authorisations or certificates required by any Authority or Organisation for their use or installation.

6.2 SERRALL guarantees that its products are manufactured in accordance with the best working standards, with quality materials and undertakes, for a period of one year from the delivery date of the products (warranty period), to repair and replace defective product parts free of charge. Disassembly and assembly operations are expressly excluded.

6.3 SERRALL guarantees and certifies compliance with all applicable laws and regulations, including legislative provisions issued by the European Community, workplace health and safety regulations and the quality of the environment.

6.4 The Customer or the consignee of the products must examine them immediately after each delivery. Under penalty of forfeiture, any claims for apparent defects or discrepancies in the quantities must be reported at the time of delivery by annotation on the shipping document.

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6.5 The customer is obliged to promptly inform SERRALL of any hidden defects in the products provided that the complaint occurs, under penalty of forfeiture, within a maximum of 1 (one) year from delivery. The complaint must include all the data necessary to trace the shipment. Any claim or dispute beyond the terms expressly indicated in these general sales conditions will not be taken into consideration and the goods will be considered compliant in every respect. The parts of the products recognised as defective and replaced by SERRALL will remain the property of the latter. Replaced parts will benefit from a new warranty period. SERRALL undertakes to carry out the above repairs and replacements as established in Annex "A" of this document. All warranty services will be suspended, without notice, in the event of insolvency or delayed payments by the Customer.

6.6 The warranty is excluded if the defects of the products are results of defects in the materials supplied by the Customer, if the design, techniques or construction methods were expressly requested by the Customer, are generated by negligence, abnormal or unsuitable use of the products, modifications, tampering or repairs carried out by the Customer or by personnel not authorised by SERRALL, use of accessories not approved in writing by SERRALL, accidental causes, natural disasters (including flood, fire, wind, water, lightning). Furthermore, the warranty is expressly excluded in the following cases:

- normal wear and tear of the products;
- unsuitable storage of the products;
- incorrect installation of products;
- incorrect laying of products;
- use of the products in a manner different from the use specifications, if any, and/or, in any case, from good practice regulations;
- changes, even partial, made to the products;
- exposure of the products to unsuitable climatic conditions, taking into account their technical characteristics.

See Annex "B" for the warranty validity conditions of the individual product components.

6.7 Without prejudice to the above, different and additional forms of guarantee may be agreed in writing with respect to those indicated above in relation to the particular needs expressed by the Customer.

## **7. TECHNICAL SPECIFICATIONS, ACCIDENT PREVENTION RULES - DISPUTES.**

7.1 The Customer undertakes to scrupulously respect the accident prevention and safety regulations referring to the products being sold or supplied and undertakes to indemnify SERRALL from all claims by third parties for direct or indirect damage to property and/or persons in the event of failure to comply with this regulation.

## **8. ASSIGNMENT OF THE CONTRACT AND RECEIVABLES**

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8.1 The Customer cannot assign the contract to third parties without the prior written consent of SERRALL. The latter will have the right to assign the contract totally or partially, lending the Customer its irrevocable consent.

8.2 According to Articles 1260 et seq. of the Italian Civil Code, SERRALL can, at any time, assign the credits deriving from the contract, for remuneration or free of charge, with or without recourse, or even as a guarantee. The assignment of credit will be effective towards the Customer from the time when SERRALL has notified the latter of the name of the Third Assignee.

## 9. LIMITATION OF LIABILITY

9.1 SERRALL does not assume any obligation and does not provide any guarantee other than those expressly provided herein

9.2 SERRALL products sold or supplied comply with the legislation and technical standards in force in Italy, consequently the Customer assumes the responsibility of verifying any discrepancy between the Italian regulations and those of the destination country of the products, keeping SERRALL indemnified from any liability in this regard.

9.3 SERRALL guarantees the performance of the products manufactured by the same only and exclusively in relation to uses, destinations, applications, tolerances expressly indicated by the same.

## 10. INTELLECTUAL PROPERTY RIGHTS

10.1 SERRALL is the sole and exclusive holder of Intellectual Property Rights, and the use or communication of such in these sales conditions does not create, in relation to them, any right or claim for the Customer. The Customer undertakes not to perform any act incompatible with the ownership of Intellectual Property Rights.

10.2 By accepting these general sales conditions, the Customer states that: (i) SERRALL is the exclusive owner of the trademarks of which SERRALL is the owner or licensee; (ii) will refrain from using and registering similar trademarks and/or trademarks that are confusingly similar to those of which SERRALL is the owner or licensee; (iii) will use the trademarks of which SERRALL is the owner or licensee exclusively in compliance with the instructions of SERRALL and exclusively for the purposes referred to in these general sales conditions. The Customer also undertakes not to disclose to third parties and not to use to its advantage and to the detriment of SERRALL the drafts, technical drawings and/or projects developed and implemented by the latter in fulfilment of a mandate expressly conferred upon it.

## 11. EXPRESS TERMINATION CLAUSE

11.1 In case of total or partial non-payment or violation of these general sales conditions, SERRALL will have the right to suspend the supply and the relative guarantees, as well as to immediately terminate the ongoing relationship.

11.2 The relationship between the parties is also understood to be *ipso jure* terminated in the event of:

- bankruptcy or other insolvency procedures envisaged by the law concerning the Customer;
- the Customer's transfer of company or business unit.

## 12. MISCELLANEOUS

12.1 These general conditions are written in Italian and English. Should interpretation problems arise between the various versions, the Italian version will prevail over all others.

## 13. DISPUTES - JURISDICTION - APPLICABLE LAW

13.1 These general conditions are governed by Italian law and will be interpreted and applied in accordance with it. The Court of Perugia will be exclusively competent for any dispute that may arise between the parties in relation to the conclusion, interpretation and execution of the purchase/supply contract, or any other dispute connected or related to the same, with the exclusion of any derogation for reasons of connections between or contiguity of cases and also if the payment is agreed with promissory notes.

13.2 SERRALL has the right to refer the matter to the court where the Customer is based or where the products have been installed for interim injunctions, possessory, urgent, repossession, and enforcement proceedings.

13.3 In the case of international sales, these general conditions will be supplemented by the provisions contained in the Vienna Convention on the international sale of goods of 1980 and subsequent amendments for provisions not incompatible with the provisions of the former.

## Serr.All. Industria Serramenti srl's quality standards

### 1 General information

With this document, Serr.All. Industria Serramenti Srl (hereinafter SERRALL) informs all interested parties of the guaranteed quality standards relating to the products manufactured. These standards are applicable to all products subject to SERRALL orders, except for indications/derogations defined and agreed from time to time with the interested parties, according to requirements. SERRALL is responsible for the quality of its products only, except in special cases to be ascertained punctually, for requests/expectations that fall within the standards guaranteed in this document.

### 2. SERRALL fixtures technical features

#### 2.1 Scope

The indications below refer to doors, windows, and French doors made of PVC, cold-cut-thermal break aluminium, hinged opening with one or more leaves, opening towards inside or outside, sliding, transom, overhanging, tilt-and-turn, horizontal-vertical pivot, folding and sliding tilt-and-turn doors.

#### 2.2 Features of the profiles

##### 2.2.1 Aluminium

Extruded aluminium alloy EN AW-6060 (UNI EN 573-3 and UNI EN 755-2). State of supply T6 (UNI EN 515: 1996). Dimension and thicknesses tolerance in compliance with the UNI EN 12020-2 standard. Bars made of Politermide® or Polyamide 6.6 25% reinforced with fibreglass, assembled with aluminium profiles by mechanical rolling giving a sliding resistance higher than 2.4 daN/mm in compliance with the procedures established by the Qualital quality trademark: QUALITHERM.

##### 2.2.2 PVC

Profiles obtained by extrusion of Unplasticised Polyvinylchloride (PVC-U) with reference to the UNI EN 12608 standard that specifies the classification, requirements, and test methods for PVC-U profiles for the manufacture of doors and windows.

The raw material used is stabilised impact-resistant PVC CA-ZN in granules. Climatic area classification - M (temperate climate). Impact resistance classification I. Wall thickness classification C. The technical characteristics are normally those reported in the "Technical information" document of Finproject SpA relating to the article RFC 2278/2 latest edition. The same derive from laboratory analyses carried out by

Finproject and are to be considered indicative and not strictly binding. The material is suitable for UL 94 V0 flammability classification. PVC operating temperature -20°C + 60°C

## 2.3 Surface finish

### 2.3.1 Aluminium

The profiles are protected by anodic oxidation with a thickness class greater than 15 microns, or by powder coating with thermosetting polyesters and oven-cured with a guaranteed average thickness of 60 micron only for the exposed varnished parts, in accordance with the provisions contained in the European standards UNI 10681 and UNI EN 12206-1 and according to the test methods and acceptability requirements indicated in the directives provided respectively by the Qualital quality trademarks: QUALANOD AND QUALICOAT-SEASIDE.

### 2.3.2 PVC

The PVC window frames are normally supplied with a "mass white" finish. Upon request, they can be supplied coated with RENOLIT EXOFOL MX, PX or FX film whose technical characteristics are highlighted in the latest RENOLIT "Product Information". The films are guaranteed for 5, 10 or 15 years depending on the formulation chosen (MX, PX, FX), the colour and/or the country where the fixtures are installed (specific ref. "Country Group Concept" by RENOLIT, latest edition) . The warranty conditions of the films are detailed in the latest edition "Specific Quality Agreement & Special Warranty Condition for Renolit Exofol MX, Renolit Exofol PX & Renolit Exofol Fx".

## 2.4 Seals

### 2.4.1 Aluminium

The seals used for the aluminium fixtures manufactured by SERRALL 2365-1-2-3-4

### 2.4.2 PVC

The seals used for the PVC fixtures are co-extruded with the profiles. The technical features are normally those reported in the "Technical information" document of Finproject SpA relative to the latest edition of the EL 75/12 article. These derive from laboratory analyses carried out by Finproject and are to be considered indicative and not strictly binding.

## 2.5 Accessories

The accessories used for the system comply with the criteria indicated in the European standards and with the relevant Italian safety regulations (Legislative Decree 81 date 09/04/2008 as amended).

SERRALL provides the fixtures guaranteeing their functionality (e.g. correct opening and closing) following tests carried out at its workshop, with the fixture positioned perfectly plumb. The adjustment of the frame after the installation, through intervention on accessories such as hinges, locks, door closers, etc., is the exclusive liability of the customer



or of anyone responsible for the installation. SERRALL's liability is excluded for all functional or performance problems, related to:

- inadequate adjustment of the frame (e.g. hinges, locks, door closers)
- installation of the frame NOT done in a professional manner (e.g. out of plumb of the frame)
- improper use of the door or window or parts of it
- negligence or lack of maintenance by the user
- work on the window or door or parts of it which have caused a reduction in performance (e.g. cutting of seal gaskets, changes to accessories, assembly of additional accessories, etc.)

As for the fixtures with motorised roller shutters, SERRALL supplies the products tested 100%. In particular, SERRALL:

- checks the correct operation of each roller shutter regardless of the type of control (wire or remote);
- checks the correct operation of the remote control, for roller shutters with remote control;
- (only at the explicit request of the customer) checking the correct functioning of the central system, for remote controlled and centralised roller shutters.

SERRALL guarantees the correct operation of the motorised roller shutters, only if the following conditions are met:

- the installation of the motors to the electric line is in accordance with the installation instructions;
- the use of motorised roller shutters complies with the use and maintenance instructions;
- motorised roller shutters are subject to regular maintenance by the user, in accordance with the use and maintenance instructions.

SERRALL's liability for functional or performance problems of the motorised roller shutters is excluded if even one of the conditions above is excluded.

## 2.6 Glass

Any type of glass installed in the windows produced by SERRALL is subject to the requirements of acceptability foreseen by the "Disciplinary on the optical and visual quality of glass for windows" implemented in the UNI/TR 11404 Technical Report. The defects recognized by SERRALL are excluded from the field cracks that are created in the glass as a result of "thermal shock" (typically this effect occurs when any body interposed between the solar radiation and the glass generates a shaded area on the surface of the glass itself with consequent temperature difference on the sheet), since the positioning of the fixtures in relation to the structure or any other element is the exclusive liability of the designer or

customer. The choice of glass with characteristics that reduce the probability of occurrence of this phenomenon is assessed by SERRALL only if expressly requested by the customer when defining the order.

Cracks in the glass NOT related to "thermal shock" are recognised by SERRALL only if ascertained and communicated within 8 days of receipt of the frame and, in any case, they are not recognised if found after installation of the frame.

## 2.7 Panels

The panels installed in aluminium fixtures are normally sandwich type consisting of two external coatings (sheet metal, fibreglass, etc.) and a filling material (polyurethane foam, rock wool, polystyrene, etc.) and accessory components that make up the interlocking joint (PVC profiles, sheet metal profiles, wooden profiles, etc.). The dimensional, aesthetic and functional characteristics and the relative tolerances of the panels manufactured are those indicated in Pan Urania's "Specification of thermal and acoustic insulation panels" PUSP 0301, last valid edition.

## 2.8 Performance requirements

The performance of the fixtures manufactured by SERRALL (air permeability, water tightness, resistance to wind load, etc.) are those reported:

- a) in SERRALL's Test Certificates issued by a notified body for its own systems;
- b) in the Test Certificates on the extruder/designer of mixed systems samples issued by notified bodies used by SERRALL based on "Cascading" contracts (Ref UNI EN 14351-1, last valid edition).

The responsibility for the installation of the fixtures in areas characterised by climatic conditions compatible with the performance values of the product supplied is the exclusive liability of SERRALL's customers. Moreover, SERRALL is not liable in all cases of climatic conditions, even occasional, created in the installation areas of the supplied fixtures, characterised by the exceeding of the performance value limits of the products supplied. As for the PVC fixtures coated with dark coloured films (e.g. RAL 7015), if these are installed in areas with particular environmental conditions such as, for example:

- flat areas with south/south-east exposure, prolonged irradiation of the entire window or even only parts of it and without roofs of various kinds (e.g. canopies, tents, sunscreens, etc.)
- high mountain areas with exposure to south/south east and prolonged radiation of the entire window or even parts of it

SERRALL is not liable for possible shape defects of the PVC profiles, with possible consequent infiltration of water or air, also considering the multiple tensions that interact simultaneously on the profiles, already subject to high heating due to prolonged exposure to infrared rays. Therefore, the use of PVC fixtures coated with dark coloured films in these areas is not recommended.

## 2.9 Dimensional characteristics and tolerances

For the dimensional characteristics of the fixtures, reference is made to the plans (prospects, sections, details, etc.) agreed at the time of the order. Regarding the tolerances, where not expressly indicated, reference is made to the limit deviations indicated in UNI EN 22768, last

edition in force, designated with "m" (Medium) for aluminium fixtures and with "c" (Coarse) for PVC fixtures.

#### 2.10 Aesthetic features

The visual observation of the defects must take place in conditions of normal and usual use of the fixture, or rather, in the vertical position with the light normally projected on the surface presenting the defect and at a distance of about 2 meters. A defect will be considered as such and taken over by SERRALL only if it is visible in these conditions. A different brightness is tolerated (commonly called "tonality") in the different RAL colours adopted by SERRALL, both between the different components that make up the single fixture and between the fixtures of one or more lots, coherently with the variation admitted with respect to the nominal value prescribed by the supplier of the coating product, provided for in the latest edition of the Qualicoat directives.

#### 2.11 Marking

All the fixtures are marked with a label showing at least the reference job order number. The fixtures subject to the CE Marking in accordance with the legislation in force are accompanied by the foreseen documentation.

#### 2.12 Storage and use

Before installation, the products supplied by SERRALL must necessarily be stored indoors (the best storage conditions are in closed rooms, with light ventilation, free from humidity and not dusty). The packaging made by SERRALL must be kept intact until the fixtures are installed in the buildings. If indoor storage is not possible, the parcels must be kept away from places with high humidity, stagnant water and protected from gusts of wind (to avoid breaking the package); storage in humid places can cause condensation of stagnant water on the internal elements, which are less ventilated, and is particularly aggressive on metals with consequent formation of oxidation products (e.g. white rust for zinc). In any case, SERRALL is not liable for damage to the fixtures due to outdoor storage.

**ANNEX "A":**

U serrall uraniagroup		MATRICE ASSISTENZA POST VENDITA E GARANZIA						ALLEGATO "A" ALLE CONDIZIONI GENERALI DI VENDITA
CARATTERE RICHIESTA	Richiesta accettata	Richiesta non accettata	Assistenza a distanza	Intervento sul sito	Validità garanzia	Condizioni validità garanzia	Limite di tempo max. validità garanzia (rif data di consegna)	
<b>Richiesta incompleta</b> (mancano le informazioni necessarie previste dal par 7 delle "Condizioni generali di vendita")	\	X	\	\	Non applicabile	\	\	
<b>Prodotti non Serrall</b>	\	X	\	\	NO	\	\	
<b>Problemi legati alla posa in opera</b>	\	X	\	\	NO	\	\	
<b>Problemi legati alla struttura</b>	\	X	\	\	NO	\	\	
<b>Utilizzo infisso non appropriato</b>	\	X	\	\	NO	\	\	
<b>Fatti esterni come furti, incidenti, danneggiamenti, ecc..</b>	\	X	\	\	NO	\	\	
<b>Condizioni ambientali estreme</b> (terremoti, uragani, grandine,..)	\	X	\	\	NO	\	\	
<b>Contrasto con Condizioni Generali di Vendita o Standard di Qualità</b>	\	X	\	\	NO	\	\	
<b>Regolazione degli infissi</b>	X	\	X	\	NO	\	\	
<b>Sostituzione di accessori</b>	X	\	X	\	SI	Malfunzionamento o rottura NON dovuti ad uso non appropriato o ad eventi accidentali	2 anni	
<b>Sostituzione di vetri</b> (umidità interna od ossidazione interna)	X	\	X	\	SI	Nessuna	10 anni	
<b>Sostituzione di vetri</b> (sporco evidente o riga evidente interna)	X	\	X	\	SI	Visibile ad occhio nudo ad 1 mt di distanza in posizione di utilizzo	30 gg	
<b>Sostituzione di vetri prima della posa</b> (fessurazioni, righe esterne o impatti)	X	\	X	\	SI	Visibile ad occhio nudo ad 1 mt di distanza in posizione di utilizzo	8 gg	
<b>Sostituzione di vetri dopo la posa</b> (fessurazioni, righe esterne o impatti)	X	\	X	\	NO	\	\	
<b>Sostituzione di pannelli</b> (rigonfiamenti d'aria, ritiri del coibente, distacco vernice)	X	\	X	\	SI	Nessuna	10 anni	
<b>Sostituzione di pannelli</b> (fuori squadra pannello/foro, colore/finitura lamiera NC, coibente NC, spessore NC)	X	\	X	\	SI	Dimensioni fuori tolleranza rispetto a quanto previsto da PUSP0301 ultima edizione valida	90 gg	
<b>Sostituzione di pannelli prima della posa</b> (graffi, ammaccature, pieghe)	X	\	X	\	SI	Visibile ad occhio nudo ad 1 mt di distanza in posizione di utilizzo	8 gg	
<b>Sostituzione di pannelli dopo la posa</b> (graffi, ammaccature, pieghe)	X	\	X	\	NO	\	\	
<b>Installazione successiva di componenti</b>	X	\	X	\	Non applicabile	\	\	
<b>Piccole riparazioni infissi</b> (ritocchi, lavorazioni, modifiche di lieve entità)	X	\	X	\	SI	Le cause devono essere chiaramente legate ad operato Serrall sulla base di accertamento con tele assistenza	30 gg	
<b>Cliente impossibilitato a risolvere il problema</b>	X	\	\	X	NO	\	\	
<b>Criticità sul sito a causa di problemi su infissi</b>	X	\	\	X	SI	Le cause devono essere chiaramente legate ad operato Serrall sulla base di accertamento con intervento diretto	2 anni	
<b>Responsabilità da chiarire</b>	X	\	\	X	SI	Le cause devono essere chiaramente legate ad operato Serrall sulla base di accertamento con intervento diretto	2 anni	

## Serr. All. Industria Serramenti s.r.l.

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## ANNEX "B":

### PRODUCT COMPONENTS WARRANTY COVERAGE

- malfunction or breakage of accessories (handles, locks, door closers, roller shutters, limiters, etc.) not due to inappropriate use or accidental events: 2 years from the date of shipment;
- glass defects such as internal humidity and oxidation of the sheets or panel defects such as air swelling, insulation shrinkage or paint detachment: 10 years from the delivery date;
- visible glass defects\* such as internal dirt (glue, silicone, fingerprints, etc.) and internal lines: 30 days from the delivery date;
- visible glass defects\* such as cracks, external lines or impacts or visible panel defects\* such as scratches, dents, folds: 8 days from the delivery date. Requests made after the installation of the fixtures on the structure are excluded from the warranty;
- panel defects such as panel or hole out of square, non-compliant colour or finishing of the sheets, non-compliant insulation, non-compliant thickness: 90 days from the delivery date only if recognised as defects based on the "Sales specification" PUSP0301 Panurania last valid edition;
- malfunction of the doors: 30 days from the delivery date. Requests made after the installation of the fixtures on the structure are excluded from the warranty;
- water or air infiltrations: 2 years from the delivery date, provided that they are not due to:
  - inappropriate use of the fixture;
  - inappropriate adjustment of the fixture;
  - damage to the fixture;
  - non-professional installation of the fixture;
  - negligence or lack of maintenance of the fixture;
  - modifications to the fixture that alter its performance.