

WARRANTY CERTIFICATE

SC WETTERBEST SA, as manufacturer, guarantees that the profiles made of steel sheet covered with metal or organic multilayer, hereinafter referred to as Product, are in accordance with the declared performance and that it complies with the European quality standards in force.

Warranty Corrosion/Colour



For steel products with
SUPREM 50 protection

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Warranty Corrosion/Colour



For steel products with
NEOMAT 30 protection

☐

Warranty Corrosion/Colour



For steel products with a thickness
of ≥ 0.45 mm with matt protection

☐

Warranty Corrosion/Colour



For steel products with a thickness
of ≥ 0.45 mm with glossy protection

☐

Warranty Corrosion/Colour



For steel products with a thickness of
0.4 mm with glossy or matt protection

☐

Warranty Corrosion/Colour



For drainage system and pre-painted
double steel products

☐

Warranty Corrosion/Colour



For drainage products and
ALUZINC products

☐



General conditions for granting the warranty

This warranty complements the legal rights of the customer and does not affect them. The product warranty is granted in accordance with Law no. 449/2003 regarding the sale of products and the warranties associated with them, Ordinance no. 21/1992 on consumer protection, Law 296/2004 on the Consumer Code, with subsequent amendments and completions from the date of sale, supplemented with the provisions of the Warranty Certificate. The warranty is valid exclusively on the Romanian territory.

The warranty is conditioned by the full payment by the Buyer.

This warranty supersedes any warranties and/or direct or indirect warranties (such as those provided by agents or distributors or any other party, except SC WETTERBEST SA). The product was purchased directly from SC WETTERBEST S.A. or from a Distributor/Partner of SC WETTERBEST S.A.

The warranty is not valid if the product is used in corrosive environments or the surface of the product is in constant contact with water, ash, cement, dust, manure or any other material or substance that interacts with the protection.

The warranty does not cover damage caused by natural or environmental disasters, high levels of pollution, fire, accidents, radiation, or any malicious act, negligence or misuse.

The product has been used and assembled in accordance with the technical specifications and installation, maintenance and repair instructions issued by SC WETTERBEST S.A., available at the time of purchase. Subject to the above terms and conditions, this warranty applies to Products sold after 01.06.2019, the date of completion of assembly.

1. Conditions for excluding the warranty:

- Any defect that occurs as a result of transport, storage, handling, repair and improper assembly and is not the fault of SC WETTERBEST SA
- Defects caused by cutting the Product with an abrasive disc or any other device that produces excessive heat when cutting;
- Defects caused by chemical reactions between the Product and any other element;
- Corrosion produced at the edges of the profiles or at the piercing of the profiles where the metallic substrate of the profile is directly exposed to the environment;
- No warranty is given for products used at an altitude of more than 900 m.
- Defects resulting from infiltrations, or defects in application areas or sealing tapes / adhesives that do not allow water to drain from the outer surface of the Product;
- Defects or damage caused by improper maintenance of the Product, such as periodic (annual) cleaning or repair of the affected area.
- Differences in hue, texture or other defects caused by repainting/retouching;
- The product has been used for a purpose other than that recommended by the manufacturer;
- Corrugation, in the case of pre-bent and mechanically bent profiles.
- The warranty does not apply to the inner protective layer.

Maintenance:

During operation, we must visually check the product once a year and in detail every 5 years.

Product surfaces that have accumulations of dirt or residues must be cleaned by washing with water and car detergent. For persistent dirt, a soft brush or water under pressure (<50 bar) can be used.

The maintenance of the metal coverings is done by the customer or by specialised companies according to the maintenance instructions. If the coloured protective layer and/or zinc has been scratched, the area must be repainted immediately after identification according to the repair instructions.

Repair:

Before retouching/repainting, make sure that all substances used are those recommended for use in contact with the Product. Start by inspecting the surface to be repaired and clean with a brush or sandpaper where necessary. Wash the affected area and check that all dirt and accumulated substances are completely removed. Afterwards, make sure that the surface to be retouched/repainted is dry and degreased. Apply a primer. Apply two or more coats of paint. Finally, check the repainted Product and repeat the procedure in part or in full if the coverage of the new protective layer is not optimal. According to the above instructions, retouching by local painting is in principle applied. It is forbidden to use the paint spray for retouching.

It is recommended to read the maintenance instructions of SC WETTERBEST SA, available on the website and/or to consult a representative or a distributor of SC WETTERBEST SA before starting the maintenance or repainting procedure.

The replacement will be made taking into account the range of products available on the date of application, which could lead to certain differences in shape and colour compared to the original product. SC WETTERBEST SA's liability under this Warranty is limited to the cost of the Product(s) delivered. Any liability for damages, losses or indirect damages suffered or suffered by the Buyer as a result of the failure of the Product is excluded.

Warranty claims must be submitted in writing, with acknowledgment of receipt, within sixty (60) days from the date on which the defect was or should have been discovered and at the latest before the end of the warranty period to SC WETTERBEST SA at the address: Str. Înfrățirii, nr. 142, Băicoi, jud. Prahova, România, 105200 or at the e-mail address sesizari@wetterbest.ro. The warranty claim must include: the name, address and telephone number of the Buyer, proof of purchase and its date, the nature of the defect and the date on which it was discovered.

SC WETTERBEST SA hereby reserves the right to inspect the claimed Product and to propose a way of repair. Where appropriate, the manner of repair or replacement shall be determined by mutual agreement. The term of repair or replacement of the products will be made within a maximum period of 15 calendar days, which can be extended with the agreement of both parties, in accordance with Art. 11 of Law No. 449/2003.

Distributor

Name

Address

Unique registration code

Invoice

Beneficiary

Name

Address

Unique registration code

Invoice