

Handling of Customer Complaints  
Service Department  
AM Okna Sp. z o.o.  
Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa  
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## Warranty Terms

### §1

1. AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa, as the guarantor, provide a warranty for the performance of the window and door carpentry.
2. This warranty is valid within the territory of the Republic of Poland, Europe, and the USA.
3. The warranty period, counted from the date of the product sale, is as follows:
  - 5 years for PVC and aluminium window and door profiles,
  - 5 year for fittings,
  - 1 year for roller shutters and facade blinds,
  - 1 year for mosquito nets integrated with roller shutters,
  - 1 year for internal and external windowsills,
  - 5 years for the tightness and detection of dirt, scratches, and defects inside the glazing unit larger than 3 mm. For processing the complaint, three photos are required (defect, sticker or spacer, and the entire structure). Adjustments are not covered by the warranty.

### §2

1. The basis for making warranty claims is completing the Warranty Form available at [www.amokna.eu](http://www.amokna.eu); otherwise, claims will not be considered.
2. To obtain a warranty for the products of AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa and to consider a complaint, the retention of this Warranty Card, the purchase invoice, and the settlement of all payment obligations towards AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa are required.
3. AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa are obliged to check the grounds for the complaint. Complaints submitted incorrectly or after the warranty period has expired, as well as unjustified complaints, will not be considered.
4. AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa reserve the right to retain ownership of all delivered products until full payment is made. Until then, these products are not subject to warranty claims. Full payment does not stop or suspend the warranty period.
5. The customer must cover the costs of service team travel, working hours, and hotel expenses in the event of an unjustified warranty call. In the event of a justified warranty call, AM Okna will cover these costs.

### §3

1. During the warranty period, AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa will remove free of charge any defects that arise from reasons inherent in the sold product, which are production-related defects. AM Okna undertakes, at its discretion, to repair the defective product or replace it with a non-defective product. The manufacturer does not bear any costs related to the product defect beyond those mentioned above. The method of resolving the complaint remains at the discretion of AM Okna.
2. The customer is obliged to perform quantitative (immediately upon receipt) and qualitative (within 24 hours of receipt) inspections of the products for any visible defects that cannot be the basis for a claim after receipt of the windows. Visible defects include discrepancies in dimensions, divisions, colors, and mechanical damage to glass or profiles such as cracks, scratches, etc.
3. Product defects arising during the warranty period will be removed within 65 business days from the date of notification, although the time may be extended if the repair requires replacing structural elements of the products or for other significant reasons, such as weather conditions.
4. There is no delay in processing a claim if the service team reports to the customer on the agreed date to handle the claim and cannot complete the task due to reasons attributable to the customer. In such cases, the deadline for resolving the claim will be extended by the duration of the delay. If the customer prevents the repair from being performed twice, it is assumed that they have waived their warranty claims.
5. Warranty claims can only be made for hidden defects that may only become apparent during the use of the product and that are beyond the control of the user.
6. The manufacturer's liability under the warranty is limited to the value of the purchased product (excluding installation costs). The manufacturer is not liable for any costs beyond those related to removing the defect.
7. The warranty does not cover:
  - a. contamination of profiles and glass with mortar, rubble, lime, plaster, paint, etc.,
  - b. elements subject to normal wear and tear,
  - c. mechanical damage caused during transport or installation performed independently by the customer or due to the instability of structures in which the products are installed,
  - d. mechanical damage to glass, including cracks that occur during use or thermal cracks,
  - e. defects in glass that are permitted by the standard and regulations described in the attached manual,
  - f. insignificant product defects that are not visible after installation,
  - g. installation that does not comply with the installation instructions or construction standards, design changes made by the customer without agreement with the manufacturer, use of the product for purposes other than those intended, lack of maintenance or improper service, external factors such as fire, salts, alkalis, acids, and other chemical substances, or damage caused by natural disasters, repairs by unauthorized persons, the use of parts from other manufacturers without the consent of AM Okna, improper use, cleaning with inappropriate products, or improper maintenance.

8. AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa reserve the right to decide on the scope of liability for damage (destruction) to the windows, while agreeing to submit the case to an independent expert or a mutually agreed party and to abide by the findings of the expert opinion. The cost of the expertise is borne by the party against whom the decision is made.
9. AM Okna decides whether to repair or replace the defective product.
10. If the product defect is irreparable or its repair would reduce the quality of the product, the claim may be resolved, with the customer's consent, by lowering the product's price.
11. The warranty terms include the "operation and maintenance rules" as well as installation instructions, which are integral parts of the warranty.
12. The warranty for the goods sold does not exclude, limit, or suspend the buyer's rights under the Act of 23 April 1964, Civil Code, and the Act of 30 May 2014 on consumer rights. In the case of sales between businesses, based on Article 558 § 1 of the Civil Code, the parties exclude the liability of AM Okna Sp. z o.o. and Am Okna B. Szymkowiak sp. z o.o. sp. komandytowa under warranty.
13. The warranty has a contractual nature, and the parties mutually exclude any other provisions.

**NON-COMPLIANCE WITH THE INSTALLATION, OPERATION, AND MAINTENANCE INSTRUCTIONS WILL RESULT IN THE LOSS OF WARRANTY GRANTED BY AM OKNA SP. Z O.O. AND AM OKNA B. SZYMKOWIAK SP. Z O.O. SP. KOMANDYTOWA**

**Additional Information**

The description of acceptable defects in insulating glass units developed based on PN-B-13079:1997 "Insulating Glass Units".

No.	Name of the defect	Defects in double-glazing with the surface:		
		below 1.0 m <sup>2</sup>	1.0-2.0 m <sup>2</sup>	above 2.0 m <sup>2</sup>
1	Separate defects in the form of inclusions	unacceptable	unacceptable	unacceptable
2	Separate defects and linear defects in the form of blisters: <ul style="list-style-type: none"> <li>• cracking and open blisters</li> <li>• closed blisters</li> </ul>	unacceptable acceptable 2 defects up to 2mm (on the edge up to 3mm, not clustered)	unacceptable acceptable 3 defects up to 2mm (on the edge up to 3mm, not clustered)	unacceptable acceptable 5 defects up to 2mm (on the edge up to 3mm, not clustered)
3	Linear defects (scratches)	acceptable when total length is 40 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable	acceptable when total length is 45 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable	acceptable when total length is 50 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable
4	Defects in the form of nicks and chippings at the edges	acceptable single defects with the largest size of 3.0 mm	acceptable single defects with the largest size of 3.0 mm	acceptable single defects with the largest size of 3.0 mm