VELUX PRODUCT GUARANTEE

Thank you for purchasing a VELUX product. We are very proud of all that we produce, and we are proud that the great majority of VELUX product owners never need to rely on a VELUX guarantee. If End-Users[1] have a concern regarding a VELUX product, this product guarantee ensures clarity regarding our response process.

Please note that in addition to this product guarantee, an End-User will have separate legal rights which arise from the sale of a VELUX product. Those rights are not affected in any way by this product guarantee. Guidance in regard to any separate legal rights can be obtained from the seller or other suitable adviser. A consumer is entitled by law to remedies from the seller free of charge in the event of a lack of conformity of the goods and those remedies are not affected by a commercial guarantee.

1. Application of this product guarantee
VELUX Company Ltd., Scotland, reg. no. 70286, ('**VELUX**') offers End-Users a guarantee in regard to VELUX products.

The VELUX product guarantee covers the products set out below:

VELUX roof windows and installation products	**Guarantee Period[2]**
VELUX roof windows, including glazing units. VELUX flashings. VELUX installation products in the form of VELUX linings, VELUX frame insulation collar, VELUX underfelt collar, VELUX vapour barrier collar, VELUX frame extension and VELUX support rafter. VELUX flat-roof windows. VELUX domes.	10 years

VELUX sun tunnels	**Guarantee Period**
VELUX sun tunnels, including glazing units.	10 years

VELUX decoration and sunscreening products	**Guarantee Period**
Interior	
VELUX manual blinds and VELUX insect screens.	3 years*
VELUX electric and solar-powered blinds.	5 years
Exterior	
VELUX shutters, electric and solar-powered awning blinds.	5 years
VELUX manual awning blinds.	3 years

VELUX products for operation of VELUX decoration and sunscreening products	**Guarantee Period**
VELUX products for manual operation (e.g. rods).	3 years

[1] '**End-User**' means the natural or legal person who owns the VELUX product and who has not acquired it with a view to reselling or installing it in the course of business.

[2] The '**Guarantee Period**' begins from the date the VELUX product is purchased from a VELUX dealer which at the request of VELUX must be substantiated with the original invoice or sales receipt. If the purchase date cannot be substantiated, the Guarantee Period will begin on the date of manufacture as indicated on each VELUX product.

VELUX motors and other products used for electrical or solar-powered operation	Guarantee Period
VELUX components for electric or solar-powered sloped roof windows VELUX motors, solar cells, batteries and other electrical components pre-installed by VELUX as an integrated part of electric or solar-powered sloped roof windows.	5 years (+ 5 years if registered)
VELUX components for electric or solar-powered flat-roof windows and domes VELUX motors, solar cells, batteries and other electrical components pre-installed by VELUX as an integrated part of electric or solar-powered flat-roof windows and domes.	3 years
VELUX supplementary electric or solar-powered products Other VELUX products used for electric or solar-powered operation, such as wall switches, gateways for App Control, sensors, interfaces, remote controls and power supply units that have not been pre-installed as an integrated part of windows and domes.	3 years
VELUX electric or solar-powered motors KMG and KSX VELUX upgrade kits for converting VELUX manual sloped roof windows to electric or solar-powered operation, containing either an electric motor (KMG), wall switch and rain sensor or a solar-powered motor (KSX), wall switch and rain sensor, including solar cells and batteries.	3 years
VELUX components for electric or solar-powered shutters and awning blinds VELUX motors, solar cells, batteries and other electrical components pre-installed by VELUX as an integrated part of electric or solar-powered shutters and awning blinds.	5 years
VELUX products for smoke ventilation VELUX motors and supplementary electrical products used for smoke ventilation, including electrical VELUX components for smoke ventilation pre-installed by VELUX in windows and domes.	3 years

VELUX Modular Skylights	Guarantee Period
VELUX Modular Skylights, including glazing units. VELUX flashings for VELUX Modular Skylights. If VELUX Modular Skylights are installed in swimming pool areas, other areas with high humidity and/or chloride levels, or areas without proper or adequate ventilation or humidity control, the 10-year guarantee is provided on condition that the VELUX vapour barrier connection strip BSX W00020 L010, vapour barrier adhesive for swimming pools ZZZ 255 and for ridgelight, inner ridge cover for swimming pools ZZZ 254 are applied correctly. If the VELUX vapour barrier connection strip, etc. has not been applied correctly, then the VELUX Modular Skylights are not covered by this product guarantee. VELUX installation products for VELUX Modular Skylights in the form of VELUX vapour barrier connection strip, vapour barrier adhesive for swimming pools and inner ridge cover for swimming pools.	10 years
VELUX sunscreening products for VELUX Modular Skylights.	3 years
VELUX motors for window control and sunscreening for VELUX Modular Skylights, including motors pre-installed by VELUX in VELUX Modular Skylights. VELUX products for electrical operation, including electrical components pre-installed by VELUX in VELUX Modular Skylights.	3 years

VELUX Modular Rooflights	Guarantee Period
VELUX Modular Rooflights Monolights, including glazing units. VELUX Modular Rooflights Linearlights, including glazing units. VELUX Modular Rooflights Circularlights, including glazing units, excluding upstand.	10 years
VELUX sunscreening products for VELUX Modular Rooflights.	3 years

VELUX motors for window control and sunscreening for VELUX Modular Rooflights, including motors pre-installed by VELUX in VELUX Modular Rooflights. VELUX products for electrical operation, including electrical components pre-installed by VELUX in VELUX Modular Rooflights.	3 years

VELUX Glazing Panels	**Guarantee Period**
VELUX Glazing Panels, including glazing units. VELUX flashings for VELUX Glazing Panels.	10 years
VELUX motors for window control, including motors installed in/at VELUX Glazing Panels. VELUX products for electrical operation, including electrical components delivered by VELUX for VELUX Glazing Panels.	3 years

Vario Rooflights	**Guarantee Period**
Vario Rooflights, including glazing units.	10 years
VELUX products for electrical operation, including pre-installed motors and electrical components for Vario Rooflights.	3 years

Spare part products supplied by VELUX	**Guarantee Period**
If a defect in a spare part product is brought to our attention during the Guarantee Period which shall commence from the date it is sold or otherwise supplied to the First End-User[3], VELUX will, at its option: 1) repair the VELUX product without charge for material or labour or 2) provide a replacement VELUX product delivered free of charge to the original point of purchase or to the End-User.	2 years
Sash, including glazing unit.	5 years**

Replacement glazing units	**Guarantee Period**
VELUX replacement glazing units.	5 years

Other products	**Guarantee Period**
Other VELUX products.	2 years

***** Except VELUX basic blackout blind DBL – 2 years.

****** If the VELUX roof window, including the glazing, is less than 5 years old, the original Guarantee Period offered at the date of purchase shall continue to apply and shall not be extended. If the VELUX roof window, including the glazing, is older than 5 years, the original Guarantee Period relevant to the frame shall continue to apply and shall not be extended, and a new 5-year guarantee shall apply to the new sash, including the glazing.

This edition of the VELUX product guarantee applies to products purchased from 20.10.2026.

If you are eligible to benefit from this product guarantee, then – without affecting any separate legal rights you may have under this guarantee – VELUX will, at its option, undertake one of the following: 1) repair the defective VELUX product at a VELUX location or at the End-User's location as shall be determined by VELUX, or 2) provide a replacement VELUX product free of charge to a VELUX location or to the End-User as determined by VELUX, 3) refund the End-User the original purchase price for the VELUX product, or 4) undertake such other options as relevant to the VELUX product in question.

This product guarantee will apply only to the VELUX products listed above subject to the conditions set out below, including but not limited to the conditions in section 4. In addition, this product guarantee only applies to a defect that has not been disclaimed as set out in section 3.

[3] '**First End-User**' means the End-User who first acquires the VELUX product from a VELUX sales company, from a dealer or any other natural or legal person who resells or installs the VELUX product in the course of business.

2. Guarantee Period
Claims under this product guarantee must be notified in accordance with section 5 and within the period which, unless otherwise stated above, shall commence on the date when the VELUX product is sold to the First End-User and which will expire at the end of the relevant Guarantee Period for the VELUX product in regard to which the claim is made.

3. Defects covered under this product guarantee
Subject to the conditions, this product guarantee shall cover defects which arise from the product's manufacture, including in any materials used in its manufacture. Other types of defects concerning VELUX products are not covered by this product guarantee and will be treated as disclaimed.

4. Conditions
Claims under this product guarantee will not be accepted where a defect has resulted directly or indirectly from a) the product's installation, (including but not limited to installation carried out contrary to VELUX installation instructions or contrary to good workmanship standards), b) installation of the product outside recommended installation areas, c) operation contrary to standard operation or misuse, d) wear and tear, e) use of incompatible spare parts, wear parts or accessories (e.g. power supply), f) transportation, g) any form of inappropriate handling, h) product modifications or i) other factors which are other than those relating to the product's manufacture or the materials used in its manufacture.

In addition, this product guarantee will not apply in regard to any defects which result directly or indirectly from neglect, including but not limited to where there has been a failure to maintain, carry out regular testing and/or servicing, or due to neglect in maintenance of the product as described in the user/maintenance instructions or directions for use, or where the defect could have been prevented through maintenance as described in the user/maintenance instructions or directions for use. All such instructions or directions for use may be obtained from VELUX or may be downloaded from www.VELUX.com or www.VELUX.co.uk.

VELUX does not guarantee that operation of product software will be error-free or uninterrupted, that defects in software will be corrected or that software will be compatible with future VELUX products or VELUX software.

This product guarantee does not cover claims relating to:

- Discoloration of parts that are not visible by general use;
- Any change of colour and fading irrespective of these being caused by sun/condensation/acid rain/salty splashes or any other conditions with corroding or material changing effect;
- Any other cosmetic conditions, such as for example hanging fabric or Venetian blind slats, or changes in the sealant of the pane;
- Knots in the wood;
- Inevitable and/or expected reduction of the efficiency of the product, including technical values/specifications as well as general efficiency tolerances;
- Variations that occur naturally in the materials used;
- Malfunction, reduced or restricted function or water leakage resulting from blocking or the like due to ice, snow, twigs, etc.;
- Imperfections, including colour variations, shadows or marks, etc. in the glass, which were present at the time of delivery or have arisen within the Guarantee Period, and which do not impair the view appreciably;
- Corrosion (on hardware);
- Degradation of solar cells;
- Damage as a result of accident, including but not limited to accidental glass breakage, dome breakage or crazing;
- Problems due to water penetration such as ice damming not resulting from default in a VELUX product;
- Faulty building design or construction;
- Movements in adjoining constructions or similar;
- Alterations of the covered VELUX products;
- Addition of non-approved components;
- Extreme weather conditions, lightning or severe hail;
- Applications in areas of high humidity, areas without proper or adequate ventilation or humidity control;
- Products subjected to conditions outside their design limitations;
- Exposure to processing after delivery, e.g. sanding, sand blasting, etching, pasting or other surface treatment;
- Variations in glass or plastic coloration or damage caused by adverse conditions such as corrosive environmental factors, including acid rain;
- Glass corrosion as a result of standing water and debris on glass;
- Condensation on roof windows and modular skylights and any related water damage which may occur as a natural result of humidity inside or outside a building or a variation between indoor/outdoor temperatures;
- Claims in regard to insulated glass units where any film has been applied to the glass surface, and
- Any other conditions similar to the above, irrespective of these being characterised as defects.

VELUX does not by this product guarantee seek to limit or exclude liability which according to the End-User's separate legal rights would make our attempts to do so unenforceable, subject to which VELUX accepts no liability under this product guarantee or otherwise for any loss of profit, or any indirect or consequential loss arising under or in connection with any claim made under this product guarantee. This shall include no liability for product liability, and VELUX does not assume liability for losses caused directly or indirectly by incidents beyond

the control of VELUX, including but not limited to industrial disputes, fire, war, terrorism, import restrictions, political unrest, unusual natural occurrences, vandalism or other force majeure.

While VELUX does not exclude, limit or seek to avoid liability which the End-User's legal rights would make unenforceable, subject to which VELUX will not be responsible for any damage which occurs to persons or to property, including the covered VELUX product itself, caused by any unauthorised attempt to repair or replace the VELUX product.

VELUX may, at its option, refuse to provide any or all remedies under this product guarantee if any unauthorised attempt to repair or replace a covered VELUX product causes further damage. We advise that you do not attempt to repair or replace the VELUX product without VELUX authorisation and without which any claim regarding a defect which arises as a result shall be disclaimed.

It is the responsibility of the End-User to mitigate and minimise water damage or any other damage that a covered VELUX product may cause.

5. Written complaint
To make a claim under this product guarantee, the End-User is required to give notice in writing of the claim within the relevant Guarantee Period and in any event within two months of the date after which the End-User became aware or ought reasonably to have become aware of the defect which is being claimed for. The written notice must be issued to VELUX at the address listed below.

6. Additional conditions
If, at the time of repair or replacement, the VELUX product is no longer in production or is no longer made in the same version (form, colour, covering, finish, etc.), VELUX shall be entitled to repair or replace it with a similar VELUX product.

Also, as a condition of this product guarantee, VELUX shall have the right to request that the defective product is returned (at the cost of the End-User) to a VELUX location as determined by VELUX.

7. Guarantee of repaired or replaced VELUX products
Where under this product guarantee VELUX has undertaken a repair or replacement of a VELUX product, the original Guarantee Period relevant to that VELUX product shall continue to apply and shall not be extended.

8. Dismantling and reinstallation
This product guarantee does not cover the costs and expenses resulting from dismantling and re-installation of a VELUX product or any costs for tarpaulins or other measures while repair or replacement works are undertaken.

9. Service visits in case of non-coverage under this product guarantee
VELUX shall have the right to claim compensation for the costs of service visits if the End-User's claim is not covered by this product guarantee. In addition, the End-User shall pay any costs, including labour costs, incurred for the examination of the VELUX product, as well as any costs in connection with dismantling and re-installing the VELUX product and the protection of the VELUX product and the building with tarpaulins, etc.

10. Procedure for benefitting from this product guarantee
Whether or not you make a claim under this product guarantee, if you have concerns in regard to your VELUX product or its installation, please contact the VELUX customer service department directly at the address listed below. VELUX will seek to provide the best response and service possible.

Trained customer service team members are available to talk over, on the phone, any concerns you may have and which may then resolve matters in a way without the necessity of having to access your home or other location for an on-site visit.

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