

## 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<sup>1</sup> 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 Çatı Pencereleeri Tic. Ltd. Şti. ('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 <sup>2</sup>
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 vapor barrier collar, VELUX frame extension and VELUX support rafter. VELUX flat-roof windows. VELUX domes (this includes the ventilation sash).	10 years
VLT 1000 roof lights (roof lights especially designed for not insulated uninhabited attics).	2 years
VELUX sun tunnels	Guarantee Period
VELUX sun tunnels, including glazing units.	10 years
VELUX decoration and sun screening products	Guarantee Period
<b>Interior</b>	
VELUX electric and solar-powered blinds.	5 years
VELUX manual blinds and VELUX insect screens.	2 years
<b>Exterior</b>	
VELUX shutters and electric or solar-powered awning blinds.	5 years
VELUX manual awning blinds.	2 years
VELUX products for operation of VELUX decoration and sun screening products	Guarantee Period
VELUX products for manual operation (e.g. rods).	2 years

<sup>1</sup> '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.

<sup>2</sup> 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 motors (electrical or solar-powered) for operating windows (including motors pre-installed by VELUX in VELUX roof windows and VELUX flat-roof windows) and motors for operating VELUX interior blinds. Other VELUX products used for electrical or solar-powered operation (control panels, control units, sensors, etc.), including components pre-installed by VELUX in VELUX roof windows and VELUX flat-roof windows.	2 years
VELUX motors for VELUX shutters and electrically operated VELUX awning blinds.	5 years
VELUX motors and supplementing electrical products used for smoke ventilation, including electrical VELUX components for smoke ventilation pre-installed by VELUX in VELUX roof windows and VELUX flat-roof windows.	2 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 <sup>3</sup> , VELUX will, at its option: a) repair the VELUX product without charge for material or labor or b) provide a replacement VELUX product delivered free of charge to the original point of purchase or to the End-User.	1 year
Replacement glazing units	Guarantee Period
VELUX replacement glazing units.	2 years
Other products	Guarantee Period
Other VELUX products.	2 years

This edition of the VELUX product guarantee applies with effect from 25 February 2025.

If you are eligible to benefit from this product guarantee, then – without affecting any separate legal rights you may have, under this product guarantee – VELUX will undertake one of the following: 1) repair the defective VELUX product at a VELUX location or at the End-User's location, or 2) provide a replacement VELUX product free of charge to a VELUX location or to the End-User, 3) refund the End-User the original purchase price for the VELUX product, 4) reimburse the End-User the repair expenses, or (5) reduce the purchase price or 6) 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.**

## 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.

<sup>3</sup> '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.

#### 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 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](http://www.VELUX.com) or [www.VELUX.com.tr](http://www.VELUX.com.tr).

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 color 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 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 unauthorized 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 unauthorized 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 authorization 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 minimize 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 following documents shall be attached to the written notice: a completed guarantee form, a payment document (sales check, cash voucher) or other document bearing the date of the product sale. The written notice and the supporting documents must be sent 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, color, covering, finish, etc.), VELUX reserves the right to repair or replace it a) with a different version with a recalculation of the purchase price, or b) with a similar version without recalculating the purchase price.

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

#### **7. Guarantee of repaired or replaced VELUX products**

Where under this product guarantee, VELUX has undertaken a repair of a VELUX product, the original Guarantee Period relevant to that VELUX product shall be extended by the duration of the repair. If the VELUX product is replaced, the full original Guarantee Period will start anew from the date of replacement.

#### **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 for any covering with a tarpaulin or other measures arising while repair or replacement work is 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 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 discuss any concerns you may have over the phone, which may then resolve matters without the necessity of accessing your home or other location for an on-site visit.

**VELUX atı Pencereleeri Tic. Ltd. Őti.**

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