

LIMITED WARRANTY
Edition 01 effective from 12-05-2025

§ 1 WARRANTY COVERAGE

1. This warranty covers a residential module made of CLT wood, hereinafter referred to as the module.
2. The Warrantor declares that the CLT residential module covered by this warranty card has been manufactured in accordance with the design documentation, principles of technical knowledge, and technical and construction regulations and provides a quality warranty:

- for the CLT load-bearing structure – 10 years
- for the installation of internal systems and construction works – 2 years

3. The Warrantor is liable to the Buyer under this warranty statement for defects related to the load-bearing structure of the CLT residential modules.

Defects related to the load-bearing structure of CLT residential modules shall include in particular:

- damage to the structure of the CLT load-bearing panels affecting the static system and the load-bearing properties of the CLT elements;
- damage resulting from improper assembly of the CLT load-bearing panel structure;
- damage resulting from improper selection or destruction of fasteners that affect the static system of the residential modules.

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§ 2 OBLIGATIONS AND RIGHTS

1. In the event of a defect in the CLT residential module falling within the Warranty Coverage, the Buyer is entitled to request the defect to be rectified.
2. In the event of a defect in the CLT residential module falling within the Warranty Coverage, the Warrantor is obliged to rectify the defect in a timely manner.

§ 3 CONDITIONS FOR WARRANTY CLAIMS

1. Use of the module in accordance with its intended purpose, following the User Manual and all manufacturer's recommendations.
2. Reporting a defect within 48 hours of its occurrence in writing to: reklamacje.kenohome@emiter.net.pl
3. The report should include:
 - Proof of purchase
 - Description of the issue along with documentation (photos, video)

§ 4 WARRANTY EXCLUSIONS

1. The warranty does not cover the CLT residential module in the following situations:

- The module was stored or transported in an inappropriate manner, contrary to the assembly instructions;
- Components inconsistent with the manufacturer's guidelines were used during installation;
- The module was installed or operated contrary to technical conditions and intended use;
- The module was mechanically damaged, resulting in a change in geometry;
- The module was assembled contrary to the assembly instructions and applicable standards and technical regulations;
- The module was dismantled without the Manufacturer's knowledge in a manner inconsistent with applicable standards;
- The module was assembled despite pre-existing damage;
- The module was assembled with changes not included in the Manufacturer's construction documentation, or using elements not included in such documentation;
- The module was exposed to extraordinary external factors that exceeded the load-bearing capacity of the structure;
- The module was affected by force majeure (e.g. fire, vandalism).

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§ 5 DEFECT REMEDIATION

1. The Warrantor is obliged to start defect remediation immediately, no later than 14 working days from receiving the notice.
2. The defect remediation period must not exceed 90 working days from the commencement of the remediation process.
3. The reporting party is obliged to cooperate with the Warrantor in fulfilling its obligation, in particular by providing access to the warranty item for inspection and defect removal.
4. Defect remediation is deemed effective upon signing of the Defect Remediation Acceptance Protocol by both Parties. The protocol shall confirm the actual date of defect remediation.

§ 6 BUYER'S CONFIRMATION

1. The CLT residential module has been installed correctly in accordance with the Seller's recommendations.
2. The Buyer has been informed of the warranty terms.
3. The Buyer undertakes to inform all end-users of the warranty terms.