

## Additional warranty conditions Delivery, pickup and installation terms

When purchasing an L-DOOR door you consciously opt for a top-quality bespoke Belgian product. We would like to take this opportunity to thank you for your confidence in both our product and the service we provide. As an ISO certified company, L-DOOR continuously strives to improve the quality of its products. In spite of our best efforts, sporadic technical non-conformities can never be completely excluded however. Yet, at L-DOOR, we see this as an opportunity to enhance our product and service provision even further. For that reason, you, as a valued L-DOOR customer, can invariably rely on market conform and highly transparent warranty conditions. At that, we have our own after-sales department that follows up your warranty file from start to finish.

When you purchase an L-DOOR garage door, you automatically enjoy 2 types of warranties:

- A statutory warranty: this is the warranty period the legislator has put in place for consumer products which you, as our customer, can rely on if the product you were supplied with does not correspond to the product you originally ordered.
- A commercial warranty: on top of the statutory warranty, businesses and manufacturers are free to offer their customers an additional commercial warranty.

Further information about these 2 types of warranties can be found on the FPS Economy website -> <http://economie.fgov.be>

In line with Construction Products Directive 89/106/EEC and Machinery Directive 98/37/EC as applicable to electrically operated doors, all the L-DOOR sectional doors and drives carry a CE label, in accordance with Standard NBN EN 1324-1.

## Additional warranty conditions

### Statutory warranty:

L-DOOR complies with all the prevailing statutory provisions. The statutory warranty comes into effect as soon as the product has been delivered / installed. It can be invoked where a non-conformity is established within 2 years of the product having been delivered. If the finding is made more than 6 months after delivery, the buyer must be able to prove that the non-conformity invoked already existed at the time of delivery. Once the non-conformity has been established, the buyer must notify the L-DOOR after-sales department as soon as possible.

### Additional commercial warranty:

Aside from the statutory warranty, L-DOOR offers you the following additional commercial warranty:

- A 2-year warranty on the door as a whole, motor and labour, provided you take out a maintenance contract within 1 year of the door having been installed.
- A 10-year warranty on the materials (excl. motor, the driving mechanism and labour) provided you take out a maintenance contract for the entire period.
- A 5-year (degressive) warranty on the lacquer (+ a 2-year extended warranty if your door has been coated with an extra coat of 'Tigerfinish'), to the exclusion of wooden doors from our Nature Line range (lacquered in a RAL colour or given a colourless protective coat) where a 1-year warranty applies. In the latter case, the customer shall see to it that a fresh protective coat is applied every year. No warranty shall be extended on the lasting proper functioning of doors that are supplied untreated.

The following items are not covered by warranty:

- Deformation of any smooth, unlined panels
- Slight discolouration caused by the elements
- Maintenance and normal wear and tear of the door and parts
- Damage caused by accidents or the improper use of the door
- Damage caused by external factors, more specifically fitting by third parties
- Damage that occurred during transport and which was not caused by L-DOOR
- Damage caused by electrical overvoltage
- Damage ensuing from a lack of or poor maintenance
- Damage caused by the forces of nature or events of force majeure
- Storage at the site
- Natural imperfections (tiny splits/knots) in wooden doors
- Operation of the door if the installation is not performed by L-door (Pickup / delivery)

Pursuant to NBN EN 13241-1 and NBN EN 12635 doors must be checked by an expert on a regular basis, in accordance with the manufacturer's instructions.

**ENQUIRE ABOUT OUR MAINTENANCE CONTRACT AND ENJOY THE PEACE OF MIND THAT COMES WITH AN EXTENDED WARRANTY!**

## Additional delivery and pickup conditions

- Standard delivery and pickup terms
  - Sectional doors (Section Line) 4 weeks after measuring
  - Sectional doors (Nature Line) 10 weeks after measuring
  - Sectional doors (Puma Line) 12 weeks after measuring
  - Docking systems 6 to 8 weeks after measuring
  - High-speed doors and fire doors 6 to 8 weeks after measuring
  - Projects On request
- The delivery and pickup lead times are indicative only, can vary depending on the finish and start to run as soon as the order confirmation has been approved.
- Where order confirmations are amended (measurement, colour...), L-DOOR will no longer be able to guarantee the original delivery or pickup lead time. A new price proposal will be issued, featuring the new delivery or pickup lead time.
- Each change after an order has been confirmed will be subject to an administrative fee of € 150, which will be passed on to the principal.
- Where the delivery or pickup date is changed at the buyer's request, L-DOOR will charge a storage fee of € 25 per week commenced as of the 10th working day after the original delivery or pickup date.
- Phased deliveries are subject to a surcharge.

## Additional installation conditions

- Installation comprises the fitting and commissioning of the product delivered by L-DOOR.
- Changes to the construction of the building, masonry, grinding and demolition are not included unless otherwise agreed in writing.
- Interior finish, sealing with silicon (limited colours) or profile finishes are not included in the price unless otherwise agreed in writing.
- Our prices are based on the products being installed on regular working days, during regular business hours and without interruptions created by the principal.
- Where a phased installation is required, a surcharge will apply.
- Extra labour, not attributable to L-DOOR, shall be invoiced to the principal at the prevailing hourly rate.
- The floor at the place of installation shall be finished. To ensure the proper functioning and the correct full closing of the door(s), the finished floor(s) must be smooth, level and clean.
- The principal shall see to it that the mounting frame is level and sufficiently strong to guarantee proper securing, unless otherwise agreed in writing.
- The place of installation must be accessible and passable by a 10 ton truck.
- During installation, no vehicles will be allowed through the doorway.
- During installation, a power supply (230V/16A) shall be available within a radius of 10 meter.
- For installation purposes, L-DOOR shall supply the necessary elevated platforms with the required working height. The cost of these will be passed on to the principal. Where necessary, the principal shall ensure that the necessary lifting equipment is in situ. The lifting equipment, including the hoisting gear like slings, cables and suchlike, shall meet all the statutory standards and requirements. The principal shall see to it that any hoisting work is performed by a legally competent and qualified person.
- A forklift with driver must be put at L-DOOR's disposal free of charge during unloading and the installation of docking systems. Where it has been agreed that these are to be supplied by L-DOOR, the cost of same will be passed on to the principal. Vertical transport of the goods is not included in our delivery.
- Unless otherwise agreed in writing, L-DOOR shall fit a maintenance switch to the motor end/control box of any electrical products it supplies.
- The supply and installation of electrical cables to supply power to the motor are not included. L-DOOR can supply these cables at an extra charge.
- Where there is no power supply and the fitter must return to the site afterwards to adjust the motor, the principal will be charged for the cost thereof (including travel time) at the going hourly rate. At present the cost for 1 item is € 150. Where several units need to be adjusted, the service will be provided on a "direct labour" basis.
- L-DOOR reserves the right to charge the principal extra if:
  - The agreement or the terms of execution are amended
  - The information furnished by the principal does not tally with reality and the issues in question result in extra work. Any costs ensuing from same shall be passed on to the principal at the hourly rate prevailing at the moment the work is performed.