

## Warranty period

The manufacturer (M. Korte Oy) shall provide a two (2) year product warranty on all TAV products under the terms of warranty set out below. The warranty shall be conditional upon compliance of all products with the operation, maintenance and installation instructions provided by the manufacturer in conjunction with the deal.

## Terms of warranty

1. The warranty period defined by the manufacturer shall begin on the date of purchase of the product when the product is sold to the end user for the first time.
2. The warranty shall cover the raw material and faults due to manufacturing defects.
3. The warranty shall not cover faults due to missing or insufficient maintenance, faulty repairs or changes in the product structure or normal wear and deterioration.
4. The warranty shall not apply if the product has been misused or the instructions for use have not been followed.
5. The warranty shall not cover disruptions in the operation of the product due to exceptional weather conditions.
6. Minor faults in the outer surfaces that do not affect the strength or usability of the product as well as small irregularities in the paint or superficial faults due to normal use shall not be covered by the warranty.
7. Defects or faults arising during transport or due to incorrect storage are not covered by the product warranty.

## Measures to be carried out by the purchaser/recipient

1. Make sure that you get the aforementioned instructions in conjunction with delivery at the latest. The instructions are also available at [www.tav.fi/downloads](http://www.tav.fi/downloads).
2. Check the delivered products upon its arrival.
3. Notify immediately of any faults detected in the delivery, including those due to transport (where applicable).
4. If you do not install the product right away, store it in a dry place protected from the weather.
5. Always follow the installation instructions. Use a professional installer. Do not install faulty products.

## Examination and compensation

If so desired, the manufacturer can examine faults, damage or deficiencies. If the manufacturer is responsible for the damage or efficiency, the manufacturer has the right, at their own discretion, to repair the product or deliver a new product or part thereof. Compensation for any installation costs incurred shall be determined on a case-by-case basis.

## What do in a warranty claim situation

Contact the manufacturer by email at [sales@tav.fi](mailto:sales@tav.fi) or by telephone +358 3 371 2347.