

Aru Grupp AS

WARRANTY TERMS AND CONDITIONS

WINDOWS, DOORS

1. Duration, Scope, and Basic Conditions of the Warranty

1.1. Aru Grupp AS provides a two-year warranty for windows and doors it manufactures, including their accessories (Products), as well as installation works performed by Aru Grupp AS, unless otherwise agreed in the contract. The basis for the warranty is the agreement (order confirmation) between Aru Grupp and the customer.

1.2. Warranty rights can only be exercised by the purchaser who concluded the contract. The warranty is non-transferable.

1.3. The warranty applies within the territory of the Republic of Estonia, unless stated otherwise in the contract.

1.4. The warranty period begins from the date of handover to the buyer or upon the acceptance of the installation work carried out by Aru Grupp AS, unless otherwise agreed in the contract.

1.5. A prerequisite for the warranty is adherence to Aru Grupp AS's installation, usage, and maintenance instructions, as well as general construction best practices. The warranty covers defects caused by manufacturing, material, or structural faults that appear during the warranty period under normal and responsible usage. Only defects explicitly mentioned in these warranty terms are covered. Component-specific warranty coverage is detailed in Table 1. Performance declarations and CE markings are issued for Aru Grupp's external doors and windows, and appropriate conformity certificates for fire-rated products.

1.6. Repair work carried out during the warranty period does not extend the original warranty period. If a product or component is replaced, a new warranty starts from the date of handover to the buyer.

1.7. Aru Grupp AS is only responsible for defects in products or installation that are caused by its own actions or omissions. Defective parts will be repaired or replaced within a reasonable time by mutual agreement. Replacement parts or products will be delivered to the delivery location specified in the contract. Defective parts must be returned to the manufacturer.

1.8. The warranty does not cover other construction work or related costs associated with repairing or replacing the product. It also excludes indirect costs such as labor, cranes, scaffolding, lifting equipment, transportation, finishing work (e.g. plastering), permits, etc.,

which are not directly related to repairing the product or installation. Aru Grupp AS is not liable under any circumstances for direct or indirect expenses or damages not strictly related to the product or service. Aru Grupp is not responsible for repairing or compensating any collateral damage.

1.9. Aru Grupp AS is not responsible for damage to the products caused during transportation or reloading of the product (except when transport/reloading is done by Aru Grupp AS and the defect is recorded at handover).

1.10. Aru Grupp AS does not guarantee the performance or safety of products containing components supplied by the customer. Aru Grupp AS will not cover any costs caused by the failure of such components.

1.11. Aru Grupp AS reserves the right to invoice for costs incurred as a result of unjustified claims.

1.12. Aru Grupp AS has the right to unilaterally amend these warranty terms. Changes apply only prospectively.

2. **The Warranty Applies To**

2.1. Products whose dimensions fall within the size limits established by Aru Grupp AS (any nonconformity is noted in the order) and which have been 100% finished by Aru Grupp AS;

2.2. Installation work performed by Aru Grupp AS or by contractor authorized by Aru Grupp AS;

2.3. If Aru Grupp AS's installation, usage, and maintenance instructions have been followed.

Table 1. Component-Specific Warranty

Wooden Construction	<p>Guaranteed:</p> <p>Stability of glued joints; dimensional and curvature tolerances within limits (up to 4 mm bowing per 2 meters upon installation or up to 5 mm within three months),</p> <p>No hidden defects affecting usability, no fungal damage.</p> <p>Exceptions:</p> <p>Unfinished products are not covered by warranty.</p>
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Visible Wood Surfaces and Finish	<p><i>Assessed from 2 meters away under diffused daylight or 60w non-reflector incandescent light.</i></p> <p>Guaranteed: Durability of paint (no peeling), no noticeable defects.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • No warranty for color changes from knots/resin in softwood, or other natural irregularities. • Natural variations in grain or tone, differences between components of a single product (e.g., door leaf vs. frame) are not considered nonconformities. • Natural aging of color (e.g., fading), tone differences between orders, or between indoor/outdoor products, and normal wear are not covered.
Hardware (Fittings)	<p>Guaranteed: Functionality as specified in the contract, properly installed according to manufacturer's instructions.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • No coverage for corrosion or chemical damage due to installation in excessively humid or coastal conditions. • Electrical locks, magnets/sensors, wear and tear of fittings, and customer-supplied parts are not covered.
Insulated Glass Unit	<p>Guaranteed: Compliance with order, proper installation, glass intact upon handover</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Breakage post-handover only covered if caused by nail near edge. • No seal failure warranty for decorative, wired, capillary tube IGUs, or IGUs with side ratio > 6:1 or outside 150x220 mm–2700x4000 mm range. • No warranty if installed above 900 m sea level or where temperature differences >30°C occur between glass zones. • IGUs modified after handover (e.g. sanding, film) are excluded, except for decorative grids applied by the manufacturer. • External/internal condensation is not a defect.
Aluminum Cladding	Guaranteed: Proper mounting and even paint coverage with no peeling.
Performance	<p>Guaranteed: As declared for agreed use.</p> <p>Exceptions: No warranty for over/undersized products or damage from structural settlement.</p>

3. Warranty Is Void If

- 3.1. Full payment has not been made;
- 3.2. Installation did not follow Aru Grupp AS instructions;
- 3.3. Usage or maintenance instructions were ignored;
- 3.4. Product was made over-/undersized per buyer request (noted in order);
- 3.5. Manufacturer not notified in writing within 2 months of defect discovery;
- 3.6. Delayed notification caused greater damage with unreasonable repair costs;
- 3.7. Product damaged after delivery (e.g. transport, storage, use). Only palletized pre-installation defects (with photos) accepted. Before installation, it must be ensured that there are no mechanical defects. If any defects are detected, Aru Grupp AS must be notified by e-mail to the address specified in the contract (order confirmation), prior to installation. Mechanical damage to installed products will not be accepted;
- 3.8. Product stored without protection from environmental impact before installation;
- 3.9. Long-term plastic wrap storage caused defects (e.g. moisture, staining);
- 3.10. Inappropriate accessories were added after handover;
- 3.11. Product was improperly modified (e.g. harsh chemicals, abrasive tools);
- 3.12. Damage from external physical forces (e.g. impact, vibrations, animals);
- 3.13. Changes caused by unusual indoor climate, weather, or natural conditions;
- 3.14. The product is located in an unheated room or in more demanding usage conditions than agreed upon, or the product has been installed in areas with excessive moisture (where the wood moisture content exceeds 20% for exterior products or 16% for interior products) or excessive dryness (where the wood moisture content falls below 8%), for example, if water runoff from other building surfaces has not been prevented from coming into contact with the product, or if the product has been installed before the release of moisture following concrete or plastering works. The optimal relative humidity of indoor air must remain between 40–60%;
- 3.15. Defects not visible from 2 meters under normal lighting;
- 3.16. Wooden exterior doors are not protected from direct exposure to precipitation (the door must be sheltered by a canopy that is at least 1 meter deep and extends at least 0.5 meters beyond the sides of the doorway, or the door must be located in a building recess that is at least 1 meter deep);
- 3.17. External finish is “stain + lacquer”, “stain + oil”, “oil”, or “unfinished”;
- 3.18. Products finished in a dark tone are temporarily deformed or warped (e.g., due to exposure to sunlight);
- 3.19. Damage caused by improper tape use (e.g., veneer tearing, discoloration).

4. **Installation Warranty** applies only if installation was performed by Aru Grupp AS or by a contractor authorized by Aru Grupp AS.

4.1. The installation warranty does not cover changes in the position of the product within the installation opening caused by the settlement or movement of the building's structures.

4.2. The installation warranty does not cover the cracking of reveals, detachment of plaster, or minor damage to the existing finish layer of the building that occurs during installation work.

5. **Warranty Claims and Defect Resolution**

5.1. Any nonconformity during warranty must be reported in writing within **2 month** of detection. Required information:

- Order and product position number
- Description of the issue
- Photos (clear, non-blurry): overall view, defect close-ups (inside and outside)
- Name and contact of reporter
- Address of the product location

5.2. If information is missing, Aru Grupp AS may reject the claim.

5.3. Upon receiving a claim, Aru Grupp AS may send an authorized representative for inspection at a mutually agreed time. Buyer must allow access. An inspection report may be issued.

5.4. If the claim is unjustified, the buyer must reimburse Aru Grupp AS for related costs.

5.5. Warranty repairs will be performed on working days within a reasonable time.

5.6. Warranty work may be carried out by authorized representatives of Aru Grupp AS. The buyer must allow them to perform repairs under these terms.

These warranty terms apply from 01.07.2025.