



WARRANTY CONDITIONS FOR THE 4DECK COMPOSITE TERRACE AND FAÇADE SYSTEM.

Global-Biznes Company, located in Warsaw at Górczewska 222/69, 01-460 Warsaw – as the owner of the 4DECK brand and the guarantor of the 4DECK composite terrace and façade system referred to hereinafter as the "Products," provides a warranty under the terms specified below:

1. The warranty is granted solely for defects inherent in the Products.
2. The warranty covers Products that are correctly installed (i.e., in accordance with the guidelines in the installation manual), properly used, and specifically meet the following conditions:
 - 2.1. the maintenance of appropriate expansion gaps along the length and width between the boards and adjacent structures, as dictated by the specifics of the particular installation site.
 - 2.2. installation on a stable and level substrate, following the support point spacing outlined in the installation manual.
 - 2.3. longitudinal cutting of the boards according to the scheme provided in the user manual.
 - 2.4. the use of only 4DECK clips for the installation of terrace boards, which are an integral part of the system.
3. The seller provides a warranty for a period of 2 years from the date of sale in the following areas:
 - 3.1. cracks (excluding those resulting from impact loads) - deformations,
 - 3.2. warping,
 - 3.3. retention of mechanical properties,

noting that composite boards, due to their significant wood fiber content, behave in use very similarly to natural wooden boards, while exhibiting considerably higher resistance to external factors.

4. The seller provides a warranty for a period of 15 years from the date of sale in the following areas:
 - 4.1. rotting and decay caused by direct action of fungi and bacteria
 - 4.2. damage resulting from insect activity.
5. The seller does not provide a warranty for structural and aesthetic changes to the products, as well as changes in geometry resulting from improper installation or inadequate preparation of the structure for the boards (steel or wooden).
6. The product may differ from available descriptions and samples in terms of natural color or structural variations.



7. Returns of purchased goods that are found to be inconsistent with the order or have visible defects can only be made before installation, and no later than 7 days from the moment of receipt.
 8. The returned goods must be in a condition that shows no signs of use.
 9. During the first few weeks of use, the Products undergo a local seasoning process and may change color until stabilization occurs under the specific climatic conditions present at the place of use. The seller does not provide a warranty for changes resulting from the circumstances mentioned in the previous sentence.
10. The warranty does not cover:
- 10.1. localized aesthetic changes, including color shade variations, resulting from use—especially in cases where portions of the surface installation (terrace, fencing, stairs) are affected;
 - 10.2. physical changes resulting from normal use of the system;
 - 10.3. mechanical damage due to impact and static loads;
 - 10.4. dimensional differences in Products not exceeding 2% for width and thickness, and 0.2% for length;
 - 10.5. dimensional changes occurring after installation due to material expansion with temperature changes, not exceeding 2% for width and thickness, and 0.2% for length;
 - 10.6. color changes due to the seasoning process and aging factors;
 - 10.7. localized discoloration from dirt, especially from fats, lyes, corrosive solutions, and substances that should not contact the Products;
 - 10.8. damage, physical changes, and color changes from coatings and maintenance products (paints, varnishes, impregnations, cleaning agents, etc.) other than those recommended by the seller;
 - 10.9. defects caused by use in a manner different from that indicated by the seller in the installation manual;
 - 10.10. damage from direct or indirect exposure to water and other fluids;
 - 10.11. changes resulting from environmental factors (air and water pollution, algae, mold, etc.);
 - 10.12. damage, physical changes, and color changes due to direct or indirect acts of God (uneven ground settlement, earthquakes, landslides, floods, hurricanes, fires, lightning strikes, etc.).
11. The warranty expires if the defect in the Product is not reported in writing, along with photos, within a non-extendable period of 14 days from the date it occurs.
12. The validity of warranty claims may be verified through an inspection at the installation site of the Products at a time agreed upon by both parties. The seller is entitled to request additional information from the customer. Refusal to allow inspection at the installation site or to provide additional information necessary for assessing the validity of the reported defect will result in the claim being denied.
13. The party reporting the defects is obliged to keep the products in their original condition after the defect is discovered until the inspection is conducted or additional information is obtained, under the risk of warranty expiration. The seller, as the guarantor, reserves the right to assess and classify the defects.



14. In the case of accepted warranty claims, the returned or complained-about goods must be secured and packaged by the customer to ensure efficient and safe loading and transport.
15. Transport costs and other expenses related to handling claims in the case of a denial will be covered by the customer.
16. In the event of an accepted claim, the seller will provide the buyer with a product free from defects, or if that is not possible, a substitute product with similar properties. If the defect cannot be repaired or if the repair would incur excessive costs, the seller may reduce the product price. The method of fulfilling warranty claims is at the seller's discretion.
17. Any additional costs, including transport of the Products incurred by the buyer (installation, disassembly, etc.), are not covered by the warranty.
18. The warranty applies within the territory of Poland.
19. The law applicable to the provisions of the warranty conditions for the Products is the law in force in Poland.
20. This warranty does not exclude or limit the rights of the buyer arising from non-compliance of the goods with the contract.