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Ropox A/S warranty

Warranty provision for product categories: Bathroom, Kitchen and Tables manufactured by Ropox A/S

The **Product Warranty** shall apply to products supplied under this agreement, and supplier represents and warrants to the customer that the products (i) will be new (when first delivered), (ii) will be free from defects in materials and workmanship, (iii) will be manufactured and delivered in compliance with all applicable laws. The manufacturer's warranty period is two years from the date of delivery.

THE BUYER'S DUTY TO CHECK AND COMPLAIN

Immediately upon receipt of a consignment, the buyer shall check that the products supplied are identical with the products of the order confirmation as regards type, number, price, performance, etc. If the buyer wants to complain of a deviating consignment, the complaint shall be submitted to ROPOX immediately and not later than seven days after receipt of the consignment. If the customer uses own shipping agent, ROPOX shall not be liable for damage or defects occurred in transit, and such complaints shall be submitted to the shipping company.

REMEDY OF DEFECTS

The buyer's complaint of a defective product shall be submitted to ROPOX in writing within twenty-four months of the date of delivery at the latest. During the first six months after receipt of the goods, the burden of proof shall lie with ROPOX. After that, the buyer shall bear the burden of proof. At its sole discretion, ROPOX may decide to carry out a repair or supply a replacement product if a defective product is identified. Repair or replacement can only be effected when inspections carried out by ROPOX have shown a defect resulting from faulty workmanship, design and/or materials. If a defective component is identified before the claim's deadline, and on request by Ropox A/S, it shall be sent to ROPOX insured

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and carriage paid, accompanied by a delivery note stating the reason for the return. Components shall be returned without attached parts. Return of repaired components shall be paid by ROPOX, who shall take over the replaced parts. Apart from this, ROPOX shall assume no further obligations. Labor costs in connection with dismounting and mounting shall not be reimbursed. The free repair shall be contingent on the terms of agreement being observed. Besides, the products sold shall not have been modified, repaired, or used for unintended purposes contrary to the given instructions. Also, installation and operating conditions shall have been in accordance with the given instructions. ROPOX shall not be liable for operating loss, lost profit or any other financial loss resulting directly or indirectly from defective products supplied by ROPOX.

PRODUCT LIABILITY

ROPOX shall be liable for product defects according to applicable Danish law but shall not assume any liability in excess of that specified in the law. ROPOX shall not be liable for operating loss, lost profit, lost income, any other financial loss or indirect loss resulting from direct or indirect damage caused by the ROPOX products. Insofar as ROPOX may be held responsible towards a third party, the buyer shall be obliged to indemnify ROPOX. If a third party asserts a claim against one of the parties for liability to pay damages pursuant to this clause, the party in question shall notify the other party immediately.
