

## WARRANTY TERMS

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### Basic warranty

Tehnosol d.o.o. guarantees its components for a period of fifteen (15) years, that, under normal use, assembly, and conditions of use and maintenance, they have no actual defects or defects caused during production.

If the component's quality does not meet the guaranteed standards mentioned above, Tehnosol d.o.o. will, at its discretion, repair the product or provide a replacement product during the fifteen-year (15) warranty period, which begins on the day of product delivery. If the repair or delivery of a replacement product is not carried out within 30 days from the day when Tehnosol d.o.o. received the consumer's request for defect rectification, the consumer may terminate the contract or demand a price reduction. The warranty terms of the respective manufacturer also apply to additionally purchased components.

The costs of disassembling the defective component, transporting the components to Tehnosol d.o.o., and reassembling them are not covered by this warranty. This does not affect the legally mandated warranty rights of the buyer.

### Exclusions from the warranty

This warranty is not valid if Tehnosol d.o.o. determines, after conducting its own tests, that the mounting system was used improperly or negligently, involved in an accident, or if the cause of damage was inappropriate use, modifications, improper assembly or installation, or if the damage resulted from negligence in storage, transportation, or other handling of the component. The warranty also does not apply if any repairs were performed on the component by any person other than Tehnosol d.o.o. or a third party authorized by Tehnosol d.o.o.

This warranty is not valid in cases of component failure due to:

- Natural disasters and force majeure events or other unforeseen circumstances beyond Tehnosol d.o.o.'s control, including earthquakes, typhoons, tornadoes, volcanic eruptions, floods, lightning strikes, damage caused by snow, nuclear accidents, etc.
- Inadequate maintenance or inappropriate testing.
- Loads that exceed those specified in the Eurocode EC 1 standard.

### Limitations of the warranty

This warranty supersedes all prior warranties. Tehnosol d.o.o. is not liable for any additional, consequential, or other damages, regardless of the cause.

### Territorial scope of the warranty

The territorial scope of the warranty is the entire territory of the European Union or the territory of a third country where Tehnosol d.o.o. first placed the product on the market. Warranty claims can only be made within the fifteen-year (15) warranty period. Extension of the warranty period is excluded, regardless of legal basis.

### Repairs after the warranty period has expired

Tehnosol d.o.o. provides repair and maintenance services for its components for a period of three (3) years after the expiration of the warranty period. During this time, the company guarantees to offer repair, maintenance of components, and replacement parts either through its own service or by entering into a service contract with a third party.

### Additional warnings

The warranty does not exclude consumer rights arising from the seller's liability for defects in the goods.