

## ERMETIKA WARRANTY – POCKET DOOR SYSTEMS

### WARRANTY COVERAGE AND DURATION

During the warranty period, Ermetika undertakes to replace or repair free of charge any pocket door systems with manufacturing defects. Replacement parts will be delivered free of charge to the authorized dealer.

### PRODUCTS COVERED BY THE WARRANTY

#### 1. Sliding Pocket Door Systems

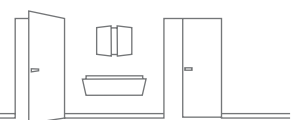
Ermetika offers a 15-year warranty for this type of frame, starting from the date of purchase, as proven by a receipt or delivery document. The warranty covers the following parts:

- galvanized steel components against rust;
- sliding kit (roller, lower guide, stopper, rail);
- structural integrity.

### WARRANTY FOR DOOR PANELS AND OTHER ACCESSORIES

- For door panels related to hinged systems, Ermetika offers the statutory warranty of conformity under the Italian Consumer Code (Articles 128 et seq.). Defects must be reported by the consumer within two months of discovery, retaining the proof of purchase (receipt or tax receipt).
- For accessories and any items not specified in this certificate, Ermetika offers a 1-year warranty. Defects must be reported by the consumer within two months of discovery, retaining the proof of purchase (receipt or tax receipt).

The rights recognized by this Warranty do not limit, but are in addition to, the legal rights for end users arising from the purchase of an Ermetika product under Italian Civil Code and/or Articles 128 et seq. of the Italian Consumer Code (Legislative Decree September 6, 2005, No. 206), as updated by Legislative Decree November 4, 2021, No. 170 (implementing EU Directive 2019/771). For international use, compliance with each country's specific regulations, such as the EU Consumer Rights Directive or the Magnuson-Moss Warranty Act in the United States, may be necessary.



## EXCLUSIONS FROM THE WARRANTY

The warranty does not cover the following situations:

- installations in extreme environments (e.g., buildings with high acidic or saline concentrations)
- excessive stress, such as exceeding the maximum permissible weight per door panel (100/120 kg for doors);
- non-compliant interventions or unauthorized modifications;
- improper use, negligence, or non-domestic use;
- interventions by unauthorized personnel;
- damages occurred during transport;
- damages caused by building construction issues;
- incorrect installations not following provided instructions.

Ermetika is not liable for direct or indirect damages arising from events beyond its control and assumes no responsibility for third-party products that, even if sold or displayed alongside Ermetika products, do not fall within this warranty.

## PROCEDURE TO REQUEST WARRANTY SERVICE

The warranty period starts from the purchase date, proven by an invoice or receipt. In the absence of proof of purchase, the product's manufacturing date will apply.

To request warranty service, the consumer must report the defect within two (2) months of discovery to the authorized dealer, who has eight (8) days to report the case to Ermetika. If the dealer cannot be reached, the consumer may contact Ermetika directly to obtain the name of another dealer.

