



QUEENTILE

TOTAL SUPREMACY

WARRANTY

SUBJECT OF WARRANTY

1.1. This warranty covers faulty elements of roofing tiles QUEENTILE such as:

- mismatch of geometric dimensions;
- damage of protective and decorative coating in the process of manufacturing or due to atmospheric agents (which are not a "disaster" for example storm warning with hail larger than 20 mm, snowdrift sites specified for the particular country or area);
- steel substrate damage caused by excessive mechanical impact or corrosion destruction (subject to the conditions of this warranty).

1.2. In the case of supply of substandard materials for a building or occurrence of defects (the warranty is also offered).

WARRANTY TERMS AND PERIOD

2.1. The warranty applies to original roofing materials and QUEENTILE accessories manufactured by CIG MEGA CITY, LTD

2.2. The roofing construction must comply with building norms.

2.3. Materials and elements of other manufacturers which are used in the roofing installation should be of good quality and faultless.

2.4 The instructions specified in the "QUEENTILE installation guide" should be strictly followed when it comes to the transportation of roofing materials, their storage in the construction plant, mechanical tooling and their installation.

2.5. The presence of this warranty form and packing list.

2.6. The warranty period – within 50 years.

WARRANTY CASE IS NOT APPLICABLE IF:

- mechanical damage of the material is caused by improper installation and coating exploitation;
- The damage of the roofing surface is influenced by chemical compounds (including those contained in atmosphere), biological processes, high temperature;
- the damage of the tiles are due to an occurrence of events such as war, terrorism, fire, natural disasters,... etc.
- damage is due to the destruction or deformation of the building structure, including the roof system;

The warranty is valid only in respect of claims, arising as a direct consequence of workshop error. The warranty does not however cover claims which are made as an aftermath of poor quality installation of tiles, damages caused by walking on the tiles (this could be .

the owner or someone else, for instance the plumber, television serviceman, electrician, painter, plasterer, condition repairman,.. etc) and damages due to structural defects of the roof, where the tiles were installed.

- As color variations may exist in tiles manufactured at different times, the Company and installation contractor reserve the right to repair or replace tiles in a color similar to the original.
- The Company gives no warranty if during installation of roof tiles, skill saws, abrasive discs or hacksaws are used to cut tiles except as directed in fixing instructions issued by the manufacturer of the tiles.
- Any remedial work carried out under this warranty shall not extend the term of warranty

THE PROCEDURE FOR OBTAINING GUARANTEES

3.1.The buyer must contact QUEENTILE in written form (market@queentile.com) within a period of two weeks after the incidence of damage in order to open a warranty case.

3.2. For consideration of the reclaim it is required to provide:

- written proof of payment of QUEENTILE roofing system;
- warranty form with the Seller's stamp;
- the description of conditions of occurrence of warranty case.

3.3. Technical experts of QUEENTILE will consider a complaint and ascertain the reason for opening a warranty case within a period of two weeks.

3.4. Compensation only covers defects in material and does not include the payment of construction and installation work.

3.5. If the complaint is justified in accordance to the terms of this guarantee, CIG MEGA CITY, LTD is obliged, in its discretion, to deliver new material to the buyer (free of charge) as a

substitution of faulty material, reprocess damaged tiles and the surface coating, or provide another appropriate compensation.

3.6. The expenses of an examination will be covered by the offending party.

WARRANTY CERTIFICATE N° _____

INFORMATION ABOUT THE OWNER:

Full name _____

Owners address _____

Construction address _____

Contact number _____

INFORMATION ABOUT THE DEALER:

Disposal date _____

Dealer's name _____

Dealer's address _____

Dealer's contact details _____

Stamp, signature _____