



Dumaplast Limited Warranty

Dumawall wall panels and tiles

GENERAL

Dumawall is designed exclusively for indoor use and is not intended for outdoor applications. It should not be used in indoor environments with high heat exposure, such as near stoves, fireplaces, cooktops, or other sources of significant heat. Any use of the product outside of its intended indoor environment or in conditions of excessive heat is not covered by this warranty. The manufacturer disclaims any responsibility for damage or performance issues resulting from improper use, including exposure to high temperatures.

Dumawall comes with a 10 year warranty for commercial use and a lifetime warranty for residential use. The warranty covers the original product's shape and size, durability, flatness, stability under heat and light exposure, and water resistance. The warranty period begins on the date of purchase and is non-transferable, applying exclusively to the original purchaser. Any subsequent owners are not entitled to warranty coverage.

All claims must be submitted in writing, providing comprehensive details of the issue. The claim should also be accompanied by supporting evidence, such as samples, photographs, or other relevant documentation to substantiate the complaint.

Dumaplast retains the right to inspect and evaluate the relevant products upon receiving a complaint to verify the legitimacy of the claim, including both the grounds for the complaint and the amount requested. All claims must be submitted within 30 days of the product's failure to be eligible for consideration.

If an on-site visit is required to validate the claim and it is determined that the claim is not justified, Dumaplast will apply a trip fee. This fee will be determined on a case-by-case basis and communicated to the customer prior to the visit.

WARRANTY LIMITATIONS

Warranty Exclusion for Pre-Existing or Visible Defects

This warranty does not cover any pre-existing or visible defects on the product that were apparent prior to installation. It is the responsibility of the purchaser to thoroughly inspect the product before installation. Any defects or damage visible at the time of installation will not be covered under this warranty. Once the product has been installed, any claims related to pre-existing or visible defects are void, and the manufacturer or seller shall not be liable for repairs, replacements, or compensation for such issues.

Warranty Limitation for Original Packaging and First-Grade Products

This warranty is valid only for products sold in their original, unopened packaging and classified as first-grade products. The warranty does not apply to second-hand, refurbished, or B-grade products, nor to products that have been removed from their original packaging. Any claims made on products that do not meet these conditions will be considered void, and the manufacturer or

seller will not be responsible for any repairs, replacements, or compensation related to such claims.

Warranty Exclusion for Color Variations Due to Raw Materials and Manufacturing Process

Due to the nature of raw materials and the manufacturing process, slight variations in color or finish may occur between different production batches. These variations are inherent to the production process and are not considered defects. It is the customer's responsibility to ensure that products from the same production batch are purchased and installed to achieve uniformity. The manufacturer will not be held liable for any color variations resulting from the use of products from different batches, and such differences are not covered under this warranty.

Warranty Exclusion for Transportation

Damage resulting from shipping or improper handling of the goods is expressly excluded from warranty coverage.

Warranty Exclusion for improper use

There is no warranty provided for impact strength, wear resistance, scratch resistance, stain resistance, performance under extreme temperatures or humidity, variations in air composition, or water penetration resistance, as these factors are related to the product's usage.

ADDITIONAL CLAUSES

Dumaplast shall not be held liable for any loss or damage, whether direct or indirect, arising in connection with the product and/or the complaint.

Dumaplast guarantees the waterproof properties of the panels themselves. However, ensuring that the joints between the panels are properly sealed is the responsibility of the installer. As such, Dumaplast cannot be held liable for any damages arising from improper sealing of panel joints.

Dumaplast will not be responsible for installation, relocation, transportation, or any third-party costs, whether directly or indirectly related to a claim. Any expenses for reinstallation or transportation will be borne by the end customer and will not be covered by Dumaplast.

Once a claim is approved, Dumaplast will, at its discretion, either issue a credit note or provide a replacement for the rejected goods.

This warranty does not extend Dumaplast's liability beyond the specific damages or defects outlined in the warranty terms, except as required by law in relation to the customer's purchase.

For claims involving products that have been installed and used over an extended period, a percentage will be deducted from the original price for each year of the warranty period. The annual deductions are as follows:

- First 5 years from the purchase date: 15% of the original price per year
- Subsequent years: 5% of the original price per year

This warranty is valid until it is replaced and falls within the terms described in the general sales conditions of Dumaplast, available on request.