

LACUNA

Guarantee



Quality and environmentally sound products go hand in hand at Lacuna

Our products are built to last for 50 years or more. We only use heat-treated wood, mahogany or oak from sustainable forestry in our production. Using modern techniques and the best materials, a door from Lacuna is your guarantee for beautiful design, durability and high quality.

The following guarantee is valid from the 1st of April 2016 from Lacuna A/S.

1. This guarantee covers:

Lacuna products

10 years of manufacturing and material defects in folding products and patio doors from Lacuna. 10-year guarantee against rot and fungus. The guarantee applies to products supplied in the EU as well as Iceland, Norway and Switzerland.

2. This guarantee does not cover manufacturing /-material defects in the glazing. However, these are covered by the guarantee provided by the glazing manufacturer, to which we refer.

Glass

Against puncture

-Double glazed 10-year guarantee

-Triple glazed 5 year guarantee.

Thermal breakage

Thermal breakage occurs spontaneously in glass if the internal stresses caused by temperature differences in the glass are greater than the tensile strength.

A thermal breakage is not covered by the guarantee but will typically be covered by a contents insurance.

The choice of toughened glass reduces the risk of thermal breakage considerably.

3. If you within the guarantee period, calculated from the time of production, but no later than 3 months after the defects are discovered or should have been discovered, complain regarding manufacturing and / or material defects, this guarantee provides you with the rights contained in section 4. The production date is shown on the label on the product. Complaints can be made to the contractor / supplier who delivered the item or directly to Lacuna A/S indicating the order or invoice number.

4. In the event of a legitimate complaint about manufacturing and/or material defects within the period

mentioned in section 3, Lacuna A/S is committed to repair faults/defects, or alternatively to provide a new component free of charge. Lacuna A/S does not cover, within this guarantee, the cost of removing the old element and installing the new, and any work resulting from the replacement of the item is also not covered by this guarantee. The guarantee covers as a maximum the value of the product supplied. If the product at the time of complaint is no longer in production, Lacuna A/S is entitled to supply a similar product instead. If the manufacturing and/or material fault can be remedied by repair/partial replacement, Lacuna A/S can choose this option instead. Exchange and replacement of parts or repair does not extend the original guarantee period.

5. The guarantee is given under the following conditions:

- That the element is installed and maintained in accordance with the installation and maintenance instructions.
- That the fault is not caused by circumstances that arise after the product is supplied by Lacuna A/S, including errors for example due to faulty storage, transportation or installation by supplier/contractor.
- That the product is not damaged by external influences such as shocks, impacts, movements in adjacent structures and the like.
- That the item has not been subjected to any processing after supply, such as grinding, sandblasting, etching, adhesion or other surface treatment beside ordinary maintenance, as described in the maintenance manual.
- That the product leaf does not have "attached" and/or "built-in elements" such as alarm system, blinds, etc.
 - Any change/modification of the item must be approved by Lacuna A/S.
- Moving parts built in-to the glass are not covered by the guarantee.

6. This guarantee only applies to products that, when the guarantee is invoked, are located in the EU or Iceland, Norway or Switzerland. For doors installed outside Denmark, replacement parts are delivered EXW (Incoterms 2010). This also applies to Greenland and the Faroe Islands.