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| Document name<br>Aru Grupp AS<br>Warranty conditions (stairs) | Code<br>TR-gar-eng | Version 2 | Valid from<br>28/04/21 | Established<br>by<br>Juhan Viise |
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## 1. Basic conditions.

- 1.1. This document, "Aru Grupp AS Warranty Terms (Stairs)," describes how and to what extent Aru Grupp AS (Manufacturer) guarantees the conformity of its products.
- 1.2. The conformity warranty is based on the agreement between the Aru Group and the Customer or consumer (Customer) (Order confirmation).
- 1.3. The Warranty does not extend to persons not specified in the contract or to a location other than the place of delivery under the contract.
- 1.4. The Warranty covers the stairs and stair details described in the contract (hereinafter the Product).

## 2. Duration and scope of the Warranty.

- 2.1. The warranty period starts from the delivery of the Product to the Customer or if the contract is with the installation, from the receipt of the installation work and is valid for two (2) years.
- 2.2. In the case of a Product that does not comply with the terms of the contract, the Customer has the right to submit a claim to the manufacturer within two (2) years, but not later than within fifteen (15) days from the discovery of the defect in the Product.
- 2.3. Complaints may be made about defects in the design, manufacture, and materials of the Product.
- 2.4. The minimum information required when lodging a complaint includes the contract number and the position of the Product in the contract, contact details, location of the defective Product, a description of the situation and photographs of the exterior and interior with surroundings in the long shot and the defective place in the medium shot and close-up.
- 2.5. The complaint must be submitted to the manufacturer's e-mail address [sales@stair24.com](mailto:sales@stair24.com).
- 2.6. The complaint must be submitted in writing, the language choice according to the language Customer has entered into the contract for the advertised Product (order confirmation).
- 2.7. The defective area will be repaired or, if the repair does not return the Product to the condition for its intended use, the Product or part of the Product will be replaced within a reasonable time (which should not exceed two months). The replacement product or part will be delivered at the place of delivery specified in the contract. Defective Product or part must be returned to the manufacturer.
- 2.8. The Warranty is valid if the installation of the Product has been performed by a professional carpenter using work methods and tools prescribed by good construction practice or applicable norms and requirements for the installation of such Product and in accordance with the installation instructions. [2].
- 2.9. Repairs performed during the warranty period do not extend the warranty period originally granted. The warranty period of a product replaced or repaired during the warranty period will continue based on the original contract.
- 2.10. The Warranty does not cover defects due to storage, transport, installation or other circumstances other than the intended use.
- 2.11. If during the installation the Customer discovers nonconformities and/or defects in the packaged products that were not visible from the outside (i.e., which could not be detected when the packaged Products were handed over), the Customer undertakes to fix the problem and prove it with photos immediately before unpacking and before installing the Products.
  - 2.12. The manufacturer does not guarantee the performance or safety of a product that contains components supplied by the Customer. The manufacturer does not reimburse the costs incurred due to the breakdown of the component supplied by the Customer.
- 2.13. The Warranty only covers the repair or replacement of defective Products or parts thereof. In no event shall the manufacturer be liable for the repair or compensation for damages (including costs and/or damages directly or indirectly incurred or caused by a third party) resulting from the repair or replacement of defective Products/parts of the Products. The Warranty does not cover the costs of additional operations indirectly related to the repair of the Products, incl. the costs of works, labor, cranes, scaffolding, lifting or other aids, transport, finishing work (plastering, etc.), costs of installation of support devices, etc., which are not directly repair of the Product to be repaired under the Warranty.

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### 3. Product quality assessment and tolerances allowed

- 3.1. The functionality of the stairs is checked by walking up and down the stairs along the stairway line.
- 3.2. The visible quality of the stair details is assessed by visual inspection from a distance of 2 meters.
- 3.3. Quality is assessed in the light of a 60w incandescent lamp without a reflector.
- 3.4. The screw holes for fixing the stairs are not standardized, and the locations depend on the capabilities of the site.
- 3.5. If heat or moisture sources are installed under the stairs, the manufacturer shall not be liable for any damage caused by the movement of the wood material of the stair parts.
- 3.6. Permitted tolerances:
  - the tone of natural wood may change over time;
  - some variation in the shade on stained or varnished details due to differences in wood texture;
    - making the necessary finishing repairs during installation, there may be some difference in gloss level compared to the factory finish. The result is assessed by visual inspection from a distance of 2 meters;
  - structural differences due to the nature of natural wood and smaller cracks due to changes in room humidity and low sound when stepping;
  - small cracks in stair details wider than 400 mm due to the nature of natural wood (stair platforms).
- 3.7. Oak and ash wood details with cracks 30 mm long and 3 mm deep.
- 3.8. Permitted tolerances:

| Stair detail/deviation type  | Permitted tolerance |
|--|---------------------|
| Step width   | ± 3 mm              |
| Step height general  | ± 2 mm              |
| First step height  | ± 15 mm             |
| Last step height   | +5 mm               |
|  | -10 mm              |
| Incline of the step in the longitudinal direction                  | 5%                  |
| Incline in the measured trajectory                                 | 2 mm                |
| Surface deviation (unevenness) for measuring lengths up to 1000 mm | 3mm                 |

- 3.9. Wood is a natural material that can vary in pattern/texture, and color. The manufacturer does not guarantee that one Product is 100% identical to another.

### 4. The Warranty does not apply if:

- 4.1. If the defects of the Product are within the permitted tolerance.
- 4.2. The Product has been used in unheated rooms or rooms where the temperature is not constantly between +10...+30°C.
- 4.3. The Product has been used in non-residential premises (i.e., in buildings with a heavier load of use than a household).

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- 4.4. 15. the defect has not been notified to the manufacturer within fifteen (15) days from the occurrence of the defect.
- 4.5. Defects caused by accidental or intentional damage to the Product by the Customer after receipt of a Product or a part.
- 4.6. Defects caused by non-observance of the Operation and Maintenance Manual [1] of the Product.
- 4.7. Defects caused by irregular use of the Product.
- 4.8. Normal physical wear and tear of the Product during normal use.
- 4.9. The Product is installed in a room where the environment has been either too moist for a short or long time (wood moisture rises above 16%) or too dry (wood moisture falls below 8%);
- 4.10. The advertised Product or part has been affected by external physical influences (shock, pressure, displacement of support structures, vibration, etc.).
- 4.11. Damage caused by the movement of timber (cracks, visible change in texture) if heating or humidity sources (e.g., underfloor heating, humidifier, etc.) are placed under the stairs.
- 4.12. Defects caused by storage or use of the Products in environmental conditions (water, temperature, high humidity, dust, accidental shocks, mechanical effects, partial solar radiation falling on the parts) not intended for that purpose.
- 4.13. The advertised Product or part has been treated in an inappropriate manner, e.g., with a cleaned corrosive substance, used tape that has left marks on the surface, the surface has been sanded, milled, etc.
- 4.14. The product or detail under complaint is covered with tape or step cover supplied or installed by the Manufacturer for more than six (6) weeks.
- 4.15. The product or detail under complaint is covered with tape, step cover or other non-stair product that was not supplied by the Manufacturer.
- 4.16. Defects related to installation if the Product has not been installed by the manufacturer or his or her representative.
- 4.17. The Customer's complaint shall not be resolved under the Warranty if the manufacturer proves that the defects of the Product have occurred due to the Customer's fault.
- 4.18. Aru Grupp AS has not been paid 100% for the order confirmation or submitted invoices.
- 4.19. The manufacturer is obliged to perform an expert examination at the request of the Customer or, if necessary, to order an independent expert examination in order to find out the causes of a defect in the Product - as a rule, the expert examination is performed by the manufacturer or an expert selected by the manufacturer. If the examination reveals that the Product is in order or the defect is not covered by the Manufacturer's Warranty, the Customer shall pay the examination costs.
- 4.20. The costs incurred by resolving a warranty case raised without reason (including in cases where the defect is not caused by the manufacturer or the warranty conditions of the Product have been violated) shall be paid by the Customer. In such a case, the manufacturer has the right to issue an invoice to the Customer for the work performed by the manufacturer himself or herself or ordered from a third party in accordance with the valid pricelist of the contractor.
- 4.21. In case of a warranty event by the manufacturer and if it proves impossible to repair the Product or its production has been discontinued, the manufacturer reserves the right to replace the Product with an equivalent one.

**Table 1. Warranty duration and scope by components**

|                         |          |   |
|-------------------------|----------|---|
| Wooden construction     | 2 years  | Guaranteed: Stability of adhesive joints; dimensional tolerances and curvature within the permitted tolerances, no latent defects or fungal damage detrimental to the performance of the Product. |
| Visible surface of wood | 2 months | Guaranteed: The Product does not show any uncorrected defects when viewed from a distance of 2 meters.  |

|                |          |  |
|----------------|----------|--|
| Wood finishing | 6 months | Guaranteed: Even finish. Note: The tone may vary slightly depending on the properties of the wood and change slightly over time. |
| Functionality  | 2 years  | Guaranteed: at agreed locations.   |

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#### **5. Specifications in the warranty conditions for wooden components**

- 5.1. Aru Grupp AS guarantees the performance and safety of wood material at a level that is not inferior to that defined in the generally accepted standards of the industry (e.g., EN 942, EN 13307).
- 5.2. Aru Grupp AS does not accept complaints if the referred errors are within the permitted tolerance.

#### **6. Differences in warranty conditions**

- 6.1. The Warranty does not apply to oxidation or other chemical damage to the fasteners if the Product is installed in excessively humid conditions (wood moisture rises by more than 20%).

#### **7. Specifications in the warranty conditions of the finish**

- 7.1. The guarantee of uniformity of finish does not apply in the case of discoloration of branches or resins of coniferous wood material, in the case of penetration of the resin paint coating, in the case of the unevenness of the paint coating due to the characteristic properties of the wood (e.g., wood grain, porosity).
- 7.2. Small discrepancies in the color of the products purchased under the various contracts and the unobtrusive appearance of the glued wood studs at a distance of 2 meters are not considered to be non-compliances.

#### **References and comments**

[1] Operation and Maintenance Manual (stairs).

[2] Installation Instructions (stairs).