



**STANDARD WARRANTY GENERAL CONDITIONS  
FOR INSULATING GLASS UNITS  
MANUFACTURED BY PILKINGTON IGP Sp. z o.o.**

1. In accordance with the terms below, Pilkington IGP Sp z o.o. ("Pilkington") provides a warranty for Pilkington **Insulight™** glass units manufactured by Pilkington. The warranty is either provided:
  - as part of an offer submitted by Pilkington and accepted, in a form defined by Pilkington by the Buyer, being then the basis for a sales contract, or
  - as an agreed commitment in a sales contract.
2. The Warranty covers only Pilkington **Insulight™** glass units manufactured by Pilkington, designed for building and construction works, marked on the spacer with the Pilkington Insulight brand name, symbol of the specific Pilkington manufacturing plant, and date of production.
3. The scope of this Warranty covers only risk of loss of glass unit tightness, and the tightness is understood as a lack of water vapour condensation (at normal atmospheric conditions) inside the glass unit (on the internal surfaces of glass panels).
4. The Warranty covers only the cases where the tightness was lost due to material or workmanship defects of the delivered glass units, if the defects can be attributed to Pilkington.
5. The Warranty does not cover the glass units for which the loss of tightness occurs simultaneously with cracking or breaking or mechanical damage of at least one of the glass panels included in the glass unit.
6. The Warranty period is assumed to begin on the date of manufacture of the glass unit, as marked on the glass unit spacer.
7. For any claim to be valid under this warranty, the glass unit defects must be notified by the Buyer to Pilkington in writing not later than within 30 days from the date of defect.
8. The Warranty is provided for a period of:
  - 5 years for rectangular glass units
  - 2 years for non-rectangular glass units
9. The Warranty is provided under the condition that the Buyer shall observe general rules (according to glass handling practices) of storage, transport, installation, use and maintenance of the glass units, or other specific Pilkington guidelines provided to the Buyer directly and/or made generally available on the Web site: [www.pilkington.pl](http://www.pilkington.pl).  
Pilkington shall not be responsible for defects occurring in the products supplied by Pilkington which are caused by lack of observance of the above mentioned rules and guidelines by the Buyer.
10. This Warranty does not cover the following products:
  - curved glass units,
  - custom products, non-conforming to the "Performance Standards of Glass Products Manufactured by Pilkington IGP",
  - glass units, for which the structure was specified by the Buyer and turned out to be improper considering the shipment handling and conditions, storage, installation, and/or use,
  - products made according to the Buyer's request and on their risk, despite the Pilkington standards and guidelines.
11. The Warranty is provided on the condition that Pilkington, acting through an authorised person, is able to check each product for which a complaint is submitted in accordance with the rules of this Warranty, including how the product was installed and used. The Buyer is obliged to provide Pilkington representatives with an opportunity to properly examine the product for which the complaint was made.
12. In the case of a justified complaint, Pilkington's liability under this Warranty is limited to supplying a replacement product, free from defects, to the Buyer's site, or the site indicated by the Buyer, at the surrounding ground level, or to return the price of the faulty product – at the discretion of Pilkington. All other liabilities are excluded.
13. Pilkington's liability under this Warranty is limited to the products used in building and construction works.
14. All other issues not covered by this Warranty are governed by the Pilkington "Sales Conditions".

Approved by:

President of the Pilkington IGP Sp. z o.o.: Krzysztof Granicki

Sandomierz, Poland, 26th of March 2014