

WARRANTY STATEMENT

Grijsen is committed to quality and durability. In addition to the "General Terms and Conditions Grijsen", this warranty statement provides additional clarity. Only newly delivered products are covered by this warranty statement.

Guaranteed characteristics of delivery:

- Applied wood is FSC certified and is a natural product. Colour differences, slight deformation and (dry) cracks may occur and are no reason for replacement.
- Metal parts discontinuously hot-dip galvanised comply with the NEN-EN-ISO 1461 standard.
- Metal parts discontinuously hot-dip galvanised and powder-coated according to the Duplex system comply with the quality guidelines to NEN-EN-573; stainless steel complies with NEN-EN 10088-2; cast iron complies with NEN-EN 1561.

Supplier liability:

- It is up to the Grijsen company to assess and demonstrate whether liability is culpable within the warranty period.
- The warranty on exclusively new products delivered extends only to the replacement or repair - at Grijsen's explicit discretion - of the deviating parts free of charge insofar as the deviation is due to faulty materials or constructions ex works.

Conditions under which the guarantee is granted:

Only and if the products have been maintained, demonstrably via a logbook, in accordance with the Grijsen company's [maintenance advice](#) shall any deviation fall under the warranty.

- The customer is obliged to notify Grijsen in writing of any deviation not detected on delivery and/or completion within 8 days of discovery.
- The warranty claim shall lapse if:
 - The product has not been installed by the customer (or commissioned by third parties) in accordance with the manual or installation instructions.
 - The deviation is a consequence of injudicious use, insufficient maintenance, wear or mechanical/chemical damage (whether or not caused by vandalism).
 - The deviation has not been reported to Grijsen by return, as a result of which the deviation has become much larger, before Grijsen could proceed to replacement or repair.

Warranty period:

The company Grijsen only guarantees new delivered products for a manufacturer's warranty period of six months for mechanical parts, two years for other parts.

- Powder coating warranty period*: Guarantee on powder-coated steel parts max. 5 years descending. Descending powder coating percentage: 10% less reimbursement each year, so after 5 years, 50% reimbursement on powder coating.
- Guarantee on powder-coated aluminium parts max. 5 years expiring. Descending percentage powder coating: 10 % less reimbursement every year, so after 2 years, 80 % is still reimbursed on the powder coating.

* It must be demonstrable through a logbook that the powder-coated parts have been cleaned according to the [maintenance advice](#).