

WARRANTY

30 YEARS QUALITY GUARANTEE

„Toza Marković“ Kikinda

Guarantees that quality of roof tiles M-..... satisfies characteristics specified by standard EN 1304

WARRANTY TERMS

„Toza Marković“ d.o.o. Kikinda, accepts customer complaints about following quality characteristics: dimensional accuracy, waterproof characteristics and frost resistance.

In case that some of these defects appear, within warranty period of 30 years, on purchased roof tiles, customer have rights to lodge complaint, under following conditions:

- complaint is lodged immediately after defects are noticed by customer and not after warranty period of 30 years expires
- customer have obligation attach notarized bill of purchase, stamped warranty certificate and quality declaration of product
- roof tiles are mounted on roof according to relevant building standards and manufacturers instructions.

SOLVING THE COMPLAINT

Justification of complain is determined by professional representatives from „Toza Markovic“ d.o.o. company after on-site investigation and laboratory examinations if needed. If it is affirmed that roof tiles in question do not meet EN 1304 standard requirements, company will replace all quantity purchased or part of that quantity. If complaint is affirmed, „Toza Markovic“ d.o.o. will deliver approved amount of roof tiles without any additional costs to buyer. Complaint can also be solved by issuing credit note for approved amount of roof tiles.

Warranty does not apply for complaints on defects that are applied as consequence of the weather conditions and do not impair the functional properties of tiles. We cannot accept complaints on small color differences which are result of firing process.

Warranty period of 30 years is applied to the tiles produced after 01.06.2021.

S.P.

Commercial Director
