



GENERAL TERMS AND CONDITIONS OF COOPERATION

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A SYMBOL OF QUALITY AND RELIABILITY

We are a family-owned company founded in 1976. From the very beginning, we have been dedicated to growing our business and expanding into new markets. Our company is driven by passion and strong commitment, with customer satisfaction at the heart of everything we do—particularly in the quality of our window and door joinery. Every day, we strive to refine our solutions, closely monitoring the market and responding to its evolving needs.

Our company employs around 300 people, and our products are recognized in almost all European countries.

PRODUCTION

Our European-standard production facilities allow us to fulfill both standard and custom-made orders. Our machinery park includes equipment from manufacturers such as GRAF SYNERGY and FIMTEC.

SERVICE

One of our key advantages is our own specialized service teams. These teams consist of experienced technicians specializing in PVC, aluminum joinery, and roller shutters.

CONSULTING AND SALES OFFER

Orders are handled primarily by our sales department staff, who speak foreign languages: German and English.

Each order is executed under the professional supervision of technologists who use the KLAES software, ensuring the highest level of service and precision.

TRANSPORT

We have our own transport fleet, consisting of trucks and vans.

For efficient unloading, each truck trailer is equipped with a forklift suspension system.

Our logistics team constantly monitors the delivery process to ensure that all orders reach our customers efficiently—both domestically and abroad.



GABIT Spółka z ograniczoną odpowiedzialnością
ul. Leśna 5, 77-100 Bytów, PL



NIP 842 177 93 15
REGON 381821322
KRS 0000902012



+48 59 822 15 50



biuro@gabit.eu



www.gabit.eu

I. GENERAL PROVISIONS

1. **Gabit Limited Liability Company** (hereinafter referred to as the „Manufacturer”) conducts business activity registered under the National Court Register (KRS) number 0000902012 in the District Court Gdańsk North in Gdańsk, 8th Commercial Division of the National Court Register.
2. The Manufacturer’s scope of activity includes the production and sale of PVC and aluminum window and door joinery, external roller shutters, façades, and other products included in the Manufacturer’s commercial offer (hereinafter referred to as the “Products”).
3. The General Terms of Cooperation (GTC) define the rules of cooperation between the parties regarding the sale of Products by the Manufacturer to the Client (a domestic entrepreneur with an active VAT ID, a foreign entrepreneur with an active EU VAT number, or a domestic/foreign individual customer) (hereinafter referred to as the "Client").
4. The GTC form is an integral part of the sales agreements/orders concluded by the Manufacturer. The terms of cooperation are made available to the Client for review and acceptance. If the Client maintains permanent business relations with the Manufacturer, acceptance of the GTC with one order shall be deemed acceptance for all subsequent orders.
5. Any agreements concluded as supplements or deviations from these GTC shall take precedence over the GTC only if they are made in writing between the Manufacturer and the Client.
6. The Manufacturer reserves the right to amend the GTC. The Customer shall be informed of any changes by email or through publication of the updated version on the website www.gabit.eu at least 30 days in advance. Orders placed before the effective date of the change shall be executed under the previous terms.

II. OFFERS / ORDERS

1. Offers do not constitute a binding sales offer. They are only a proposal to submit an order by a potential Client. Until a sales agreement is concluded, the Manufacturer's offer is considered an estimate.
2. Price offers are sent to Clients in .pdf or Word format. Their validity period is 14 days from the date of dispatch unless otherwise specified in the offer.
3. The Client may place an order for Products:
 - in person at the company's headquarters (in writing),
 - by e-mail,
 - using a file generated in the Klaes software.
4. The Client confirms that the quotation provided by the Manufacturer is consistent with their order by sending a confirmation via e-mail or by signing the order document.
5. Such confirmation means that the Client has reviewed the order content (quantity, assortment, dimensions, colors, window types, prices, and other details), accepts it, and bears responsibility for any discrepancies between their order and the quotation provided by the Manufacturer.
6. The order should include: quantity, type, and full specification of the ordered Products.
7. Ownership of the received/delivered/installed Products passes to the Client only after full payment of the order amount.
8. All samples and templates included, among others, in orders should be treated as reference materials with regard to quality and colors and do not constitute grounds for submitting complaints. The thermal transmittance coefficients (Uw, Ug) provided in offers/orders are indicative values. For exact calculations, please contact the respective sales representative.
9. The values of the thermal transmittance coefficients (Uw, Ug) provided in offers/orders are indicative only. For precise calculations of these parameters, please contact the appropriate sales representative.
10. The installation of air vents and decorative glass elements (e.g. muntins) deteriorates the thermal and acoustic performance of the entire window. The coefficients provided in offers/orders do not take such accessories into account.



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11. Product images presented in offers/orders are for illustrative purposes only. Due to display and lighting conditions, the actual appearance may differ from that shown.
12. All frame extensions (installed or loose) are calculated without steel reinforcements by default. The Manufacturer recommends using steel reinforcements. However, since the Client is familiar with the project site, they must inform the sales representative if steel reinforcement is required and specify the quantity.
13. Glazing beads - their width and depth may visually differ depending on the glass thickness used in each sash.
14. For joinery orders with installation service, accessories not mounted during production are either left at the construction site or, at the Client's request, installed immediately.
15. The CE certificate does not cover products manufactured as semi-finished elements at the Client's request (e.g., windows without glass, frames without sashes, shutters without slats, or shutter boxes without drives).
16. Technical documentation, designs, quotations, Klaes/Logikal files, and all commercial information provided to the Customer constitute the Manufacturer's know-how and are subject to a confidentiality clause. The Customer undertakes not to disclose this information to third parties during the term of cooperation and for 3 years after its termination.

III. DELIVERIES

1. The order completion / delivery date shall be communicated to the Client by email, based on the Manufacturer's estimated production and storage capacity.
2. The delivery / completion date indicated by the Client in the order is not binding for the Manufacturer.
3. Timely deliveries depend on the timely receipt of the components necessary for the production of the Products. The occurrence of unforeseen circumstances or obstacles may result in an extension of the initially agreed delivery date.
4. The delivery conditions for the Products shall be determined individually for each Client, with a defined logistical minimum — that is, the minimum order value. If an order is placed below this minimum value, the Products may be delivered to the Client at a later date together with other orders, or at the originally agreed date for an additional fee. Personal collection of the Products from the Manufacturer's premises is also possible.
5. Partial deliveries are permitted after consultation with the Client and subject to appropriate payment.
6. Products are delivered on metal or wooden racks that remain the property of the Manufacturer. The maximum free usage period for metal racks is 4 weeks from the date of delivery. After this period, the Customer is obliged to return the racks or prepare them for collection. In the absence of return, the Manufacturer will issue an invoice ranging from EUR 470 to EUR 750 net per unit (depending on the type). Conversion from EUR to PLN shall be made according to the average exchange rate of the National Bank of Poland on the invoice issue date. Failure to prepare the racks for collection shall be treated as failure to return them. During the period of use, responsibility for the condition of the racks lies with the Customer. During the period of use of the racks by the Customer, the Customer bears full responsibility for their technical condition, including any damage, loss, or destruction. In the event of damage to a rack, the Manufacturer reserves the right to charge the Customer for the repair costs or the replacement value of the rack.
7. The delivered joinery must be properly stored and handled. It must be kept in dry, covered, and ventilated areas. The products must not be exposed to long-term weather conditions. Prolonged exposure of wrapped or taped elements to sunlight or rain may cause deformation or damage. Protective straps or adhesive tapes should be removed immediately after delivery.
8. During the period of use of the racks by the Customer, the Customer bears full responsibility for their technical condition, including any damage, loss, or destruction. In the event of damage to a rack, the Manufacturer reserves the right to charge the Customer for the repair costs or the replacement value of the rack.



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10. The risk of damage or loss of Products passes to the Client at the moment the goods are handed over to them or to the carrier at the Manufacturer's warehouse. If unloading is performed by the Client, they are fully responsible for any accidental damage.
11. The Client is obliged to inspect the Products upon delivery, both in terms of quantity and visible quality. Any visible defects must be reported to the Manufacturer immediately, preferably during delivery. Important condition: the Product must still be on the Manufacturer's original transport rack and not yet installed.
12. Hidden defects must be reported to the Manufacturer as soon as possible, but no later than 30 days from the date of delivery/pickup.
13. When submitting a complaint, the Client must provide all necessary data required by the Manufacturer to process the claim and remove the defect.
14. Any defects or damages occurring after unpacking from the Manufacturer's original packaging (e.g., the transport rack) will not be accepted as valid complaints.
15. The Manufacturer offers the possibility of on-site unloading of Products at the Client's construction site using a forklift. Cost: €70 per working hour.
16. After delivery, if any serious damage, loss, or deviation from standards is found (PVC joinery, aluminum joinery, shutters, blinds), the Client must immediately inform GABIT. In such cases, installation should be suspended until the issue has been clarified or corrected by GABIT.

IV. PAYMENTS

1. Payment shall be made on the basis of a VAT invoice or a pro forma invoice issued by the Manufacturer.
2. The Manufacturer is entitled to collect advance payments.
3. Payment for Products and related services (after-sales service) shall be made by bank transfer to the Manufacturer's account or in cash, subject to the limitations provided for in Article 3(3)(1) of the Act of 2 July 2004 on the Freedom of Economic Activity (Journal of Laws of 2004, No. 173, item 1807, as amended).
4. Payment terms for individual Clients shall be determined by the Manufacturer on a case-by-case basis.
5. In the event of non-payment or delayed payment by the Client, the execution of subsequent orders and maintenance services may be suspended, without the Manufacturer incurring any negative legal consequences as a result.
6. Filing a complaint does not release the Client from the obligation to pay for the Products in the full amount of the order.
7. In the event of termination of the contract / order by the Client, GABIT reserves the right to charge the Client 30% of the order value, increased by the costs incurred in preparing the order for production. In the case of prepayment or orders secured by a bank guarantee provided by the Client, the refund amount will be reduced by the aforementioned value. If the order is carried out without a required prepayment, GABIT will issue an invoice charging the Client accordingly.
8. In the event of outstanding payments, the Manufacturer reserves the right to offset overdue receivables against payments made for current or future orders.
9. In the event of delayed payment, the Manufacturer shall charge statutory interest for delay in commercial transactions in accordance with the Act of 8 March 2013 on payment terms in commercial transactions. The business Customer is also entitled to a lump-sum compensation for debt recovery costs in accordance with this Act.
10. In the event of delayed payment, the Manufacturer reserves the right to suspend the execution of the current order or request additional payment security, without incurring liability for damages towards the Customer.



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11. All amounts expressed in EUR shall be converted into PLN according to the average exchange rate of the National Bank of Poland on the invoice issue date, unless otherwise agreed by the parties.

V. WARRANTY

1. The complaint form is included in the Warranty Card and is also available on the website www.gabit.eu in the "Downloads" section.
2. All complaints must be submitted via the complaint form available on the website www.gabit.eu or by email to service@gabit.eu
3. The Manufacturer requires a detailed description of the complaint (company / order number / item number / description of the reported defects along with photographic and/or video documentation).
4. In the case of a service request, contact details along with the address where the issue has been reported must be provided.
5. In the event of an unfounded complaint, the Client shall bear all costs related to defect removal, repairs, adjustments, lubrication, and any other associated expenses, as well as possible accommodation and subsistence costs of the service personnel.
6. Warranty coverage does not include product maintenance or routine adjustments. The Client is obliged to carry out regular maintenance and adjustments.
7. Any reports of defects such as mechanical damage to PVC / aluminum joinery or roller shutters and their components occurring after installation on-site shall not be subject to complaint and will be treated as unjustified claims.
8. The warranty granted for the delivered window joinery, door joinery, roller shutters, and façade elements is valid exclusively within the country to which the original delivery was made. In the event that the goods are transported outside the country of the original delivery, the warranty provided by the Manufacturer becomes entirely void. The Manufacturer bears no responsibility for any defects, damage, or irregularities revealed after transport or installation carried out outside the territory of the original delivery country.
Any disputes shall be settled before the court having jurisdiction over the Manufacturer's registered office.

-  **PLEASE CHECK THE WINDOWS UPON DELIVERY**
COMPLAINT REPORT REGARDING JOINERY
LOCATED ON THE GABIT RACK
CONDITION: THE JOINERY MUST NOT BE INSTALLED
-  **PLEASE CLEARLY SIGN THE DELIVERY DOCUMENTS**



9. **Gabit Spółka z ograniczoną odpowiedzialnością**, ul. Leśna 5, 77-100 Bytów, ensures the high quality of its manufactured products, taking into account that the long-term and efficient functioning of windows depends on proper installation, regular maintenance, and correct use.
10. The Manufacturer's liability for non-performance or improper performance of the contract is limited to the net value of the given order. The Manufacturer shall not be liable for lost profits, indirect losses, consequential damages, or contractual penalties imposed by third parties.

VI. FORCE MAJEURE

1. Neither party shall be liable for non-performance or improper performance of obligations arising from these GTC if caused by force majeure circumstances.
2. Force majeure shall mean an external event beyond the parties' control, unforeseeable and unavoidable, in particular: natural disasters (floods, earthquakes, hurricanes), epidemics or pandemics, acts of war or terrorism, administrative or legislative decisions of public authorities, nationwide strikes, disruptions in supply chains of raw materials or components caused by external factors.
3. The party affected by force majeure is obliged to notify the other party in writing (or by email) within 5 working days from the occurrence of the event, indicating its nature, expected duration, and impact on the performance of obligations.
4. During the period of force majeure, performance deadlines shall be proportionally suspended. If force majeure lasts longer than 60 days, each party has the right to withdraw from the unfulfilled part of the order without obligation to pay damages, while retaining the right to settle work already performed.

VII. PERSONAL DATA PROTECTION (GDPR)

This section concerns the processing of personal data of natural persons, including contact persons acting on behalf of business Customers.

1. Neither party shall be liable for non-performance or improper performance of obligations arising from these GTC if caused by force majeure circumstances.
2. Personal data are processed for the purpose of: performance of a contract or taking steps prior to its conclusion (Art. 6(1)(b) GDPR), compliance with legal obligations (Art. 6(1)(c) GDPR), pursuing and defending claims, and conducting business correspondence based on the legitimate interest of the Controller (Art. 6(1)(f) GDPR).
3. Personal data are stored for the duration of cooperation, and after its termination for the period required by law (in particular tax regulations – up to 5 years) or until the limitation period for potential claims expires.
4. Data subjects have the right to access their data, rectify, erase, restrict processing, transfer data, and object, as well as the right to lodge a complaint with the President of the Personal Data Protection Office.
5. Personal data are not transferred outside the European Economic Area, except where required by law or based on standard contractual clauses approved by the European Commission.
6. The Customer, being an entrepreneur, is obliged to inform its employees and representatives about the transfer of their data to the Manufacturer and the principles of this clause.



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VIII. CONFIDENTIALITY AND INTELLECTUAL PROPERTY

1. All technical documentation, designs, drawings, Klaes files, pricing methodologies, and commercial terms provided to the Customer constitute the Manufacturer's confidential business information.
2. The Customer undertakes not to disclose or make available this information to third parties throughout the cooperation period and for 3 years after its termination without prior written consent of the Manufacturer.
3. All designs and technical solutions developed by the Manufacturer in the course of order execution remain the Manufacturer's intellectual property, unless the parties agree otherwise in a separate written agreement.
4. The Customer is not entitled to copy, reproduce, or modify the Manufacturer's technical documentation for purposes other than the execution of a specific order.

IX. NON-ASSIGNMENT AND TRANSFER OF RIGHTS

1. The Customer is not entitled to transfer rights and obligations arising from the contract/order to third parties without the Manufacturer's prior written consent, under pain of nullity.
2. The Manufacturer is entitled to transfer rights and obligations arising from these GTC to an entity acquiring its business or to an affiliated company, informing the Customer 30 days in advance.

X. FINAL PROVISIONS

1. If any provision of these GTC proves invalid or ineffective, the remaining provisions shall remain in force. The invalid provision shall be replaced by a legal provision closest to its purpose and the parties' intent (severability clause).
2. Messages sent by email shall be deemed delivered on the next business day after sending, unless the sender receives a delivery failure notice.
3. All the above provisions of the GTC constitute an integral supplementary part of the GABIT Warranty Card.
4. The current version of the GTC is available on the website www.gabit.eu in the "Downloads" section.



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1. GENERAL PROVISIONS

- 1.1. Gabit Spółka z ograniczoną odpowiedzialnością, as the guarantor of the joinery it manufactures, provides a warranty. The warranty period is calculated from the date of sale and lasts for:
- a) In the case of self-assembly of the joinery by the Customer or by an unauthorized installation company:
 - **3 years** for PVC windows and balcony doors made of the GEALAN, KÖMMERLING, SCHÜCO system, as well as ALU made of SCHÜCO, ALIPLAST, REYNAERS systems (applies to fixed, side-hung, tilt-and-tilt or tilt windows).
 - all adjustments and services can be performed by GABIT for a fee according to an individually agreed rate,
 - b) In the case of installation of joinery done by the Producer, or companies authorized by the Producer:
 - **5 years** for PVC windows and balcony doors made of the GEALAN, KÖMMERLING, SCHÜCO system, as well as ALU made of SCHÜCO, ALIPLAST, REYNAERS systems (applies to fixed, side-hung, turn-tilt or tilt windows), During the warranty period, the Producer undertakes, at the Customer's request, to perform one free, comprehensive adjustment of the joinery, but not later than within 2 years from the date of sale. After this period, the Ordering Party performs the regulations on its own or for a fee through the GABIT service.
 - **5 years** for the tightness of glazing units. Windows with sandblasted and ornamental glass are excluded from the warranty.
 - **5 years** for window fittings.
 - **5 years** for seals.
 - **2 years** for entrance doors, all sliding, lift-and-slide, tilt-and-slide systems on GEALAN, KÖMMERLING, SCHÜCO, ALIPLAST, REYNAERS profiles (including PSK, Smoovio, HST, Move, Slide), balcony doors with low thresholds, joinery with glued mullions,
 - **2 years** for non-standard joinery such as arches, trapezoids, circles, triangles.
 - **2 years** for glazing packages, in accordance with the EN 1279 Standard and the Technical Criteria of the Institute of Glass and Ceramics of the Republic of Poland.
 - **2 years** for external and top-mounted roller blinds, façade blinds, motors and other accessories and components for the production of roller blinds,
 - **2 years** for additional equipment, including: door closers, air vents, handrails, door handles, locks, electric strikes, inserts, window sills, screens, mosquito nets etc.
 - **2 years** for decorative infills for entrance doors.
- 1.2. All electrically powered components integrated with the windows / doors must be checked for proper operation immediately after installation or, at the latest, before the commencement of plastering works.
- 1.3. All electrical components must be connected in accordance with the manufacturer's instructions, applicable standards, or the guidelines of the Building Research Institute, and such work must be carried out by a qualified and authorized electrician.
- 1.4. The programming of motors and remote controls (controllers) is the responsibility of the Client. Upon the Client's request, the Guarantor may provide the relevant user/programming manual.
- 1.5. In the event that roller shutter elements are enclosed and access to components such as the inspection flap or shutter guides is obstructed, the Client shall, at their own expense, provide GABIT personnel with access sufficient to carry out the necessary repair work.
- 1.6. The Ordering Party is obliged to indicate the locations of concealed installations within the walls, such as heating pipes, plumbing pipes, or electrical cables. Failure to indicate such locations shall make the Ordering Party liable for any resulting damage.
- 1.7. PVC and ALUMINIUM joinery may be transported **only in a vertical position**. The joinery must be properly secured against movement and direct contact with surfaces or objects that may cause damage. For joinery of larger dimensions and weight, the sashes and glazing units may be removed for transport and carried separately, provided they are adequately protected from damage.



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- 1.8. Defects revealed during the warranty period shall be repaired free of charge. The decision whether to repair or replace the defective product with one free of defects rests with the Guarantor.
- 1.9. The condition for exercising warranty rights is the presentation of the Warranty Card together with proof of purchase, as well as the settlement of all obligations of the Buyer towards the Seller for the purchased goods.
- 1.10. Warranty repair does not include actions specified in the user manual that the user is obliged to perform independently and at their own expense.
 - The Buyer is required, at their own expense, to carry out regular inspections, cleaning, and maintenance in accordance with the operation and maintenance manual to ensure the proper functioning of the PVC joinery.
- 1.11. The Purchaser is obliged to carry out periodic inspections and maintenance cleaning at his own cost in accordance with the User's manual.
- 1.12. Defects acknowledged by the Manufacturer during the warranty period shall be repaired free of charge within the following timeframes:
 - up to **30 days** from the date of written notification, if the repair does not require replacement of structural components of the product,
 - up to **60 days** from the date of written notification, if the repair requires replacement of structural components of the product.

Complaints should be submitted in person at the point of sale where the product was purchased, or electronically using the complaint form including a description of the defect and contact details/address.

Such submissions should be sent to service@gabit.eu or reported by phone at **+48 59 822 15 38**. The acceptance of a complaint is conditional upon the possession of a completed warranty card, a paid invoice, and a detailed description of the defect.

- In the case of an unjustified complaint, the Buyer shall bear the costs of defect removal, including all repairs, adjustments, lubrication, and other related expenses, as well as any accommodation and subsistence costs of the service personnel.
- Warranty coverage does not include product maintenance or routine adjustments. The Ordering Party is obliged to carry out regular maintenance and adjustments.

2. THE WARRANTY DOES NOT COVER

- 2.1. Mechanical, chemical, or heat-induced damage, as well as damage to PVC joinery caused by the user due to improper installation or operation.
- 2.2. Defects that remain invisible after installation and do not affect the functional or aesthetic value of the product (e.g., minor scratches).
- 2.3. Damage and defects resulting from:
 - improper or incorrect use and maintenance of PVC joinery contrary to the user and maintenance manual,
 - improper or incorrect installation of PVC joinery contrary to the installation instructions,
 - improper transportation or loading,
 - unauthorized repairs, modifications, or structural alterations not agreed upon with the Manufacturer.
- 2.4. Glass, in cases of:
 - cracking, including thermal cracking caused by uneven heating of the glass surface. When using window coverings (blinds, roller shutters, vertical blinds), the glass must be either completely covered or not covered at all. Partial coverage causes uneven heating of the glass surface, leading to thermal cracks,
 - breakage,
 - scratching of the outer surfaces,
 - stains caused by chemical agents or heat factors (e.g., sparks),



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- condensation on the inner or outer surfaces of the glass, resulting from poor ventilation of the room or atmospheric conditions,
 - optical phenomena known as the "Newton's Rings effect" (rainbow effect), which are characteristic of FLOAT-type insulating glass units,
 - vibrations or shocks, whether caused manually or by wind pressure, that may result in temporary rattling of decorative muntins located inside the insulating glass unit,
 - slight deviations in the alignment of muntins from the vertical or horizontal axis caused by increased temperature and resulting expansion of their length,
 - permissible expansion gaps of up to 0.5 mm for applied muntins, due to their vertical thermal expansion. Muntins must not touch the glazing seals.
 - thermal stress cracks caused by temperature differences on the glass surface. This phenomenon may result from uneven heating, shading, or partial coverage of the glass.
- 2.5. Fittings, in cases of:
- damage caused by contamination (e.g. plaster, mortar),
 - damage resulting from improper operation,
 - damage caused by misalignment (adjustment of fittings shall be performed by the Buyer at their own expense),
 - lack of periodic lubrication in accordance with the operating and maintenance instructions,
- 2.6. The protective films on PVC joinery must be removed only after all painting, plastering, and similar works have been completed, but no later than 20 days after the date of purchase.
- III. A delay in complaint handling shall not be deemed to occur if the Guarantor's representative arrives at the Buyer's premises at the agreed time to process the complaint but is unable to perform the repair due to reasons attributable to the User.
In such a case, the complaint handling period shall be extended by the duration of the resulting delay.
If the Buyer twice prevents the repair from being carried out, it shall be considered that they have waived their warranty claims.
- IV. The warranty expires upon the lapse of the periods specified in point 1.1.

The Warranty Card constitutes a supplement to the General Terms and Conditions of Cooperation - available for download at <https://gabit.eu/do-pobrania/>



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COMPLAINT / SERVICE REQUEST

Complaint form should be sent to: service@gabit.eu

A correctly completed complaint form must include:

- the company submitting the complaint,
- the order number
- the item number
- a description of the defect / fault,
- a minimum of 2 photos — one showing the entire structure with the GABIT rack number and one close-up photo of the defect,
- in the case of a GABIT service request, the phone number and address of the end customer must also be provided,
- GABIT Service handles only those complaints that are clearly listed and described in the submitted form.

Any defects or mechanical damage to PVC / ALU joinery, roller shutters, or their components occurring after or during unpacking, repacking from the GABIT rack, or once the joinery has been installed in the building, will not be accepted as valid complaints and will be considered unjustified claims.

Visual Assessment of Glass:

- Distance of 3 meters from the glass surface (according to EN 1279 - insulating glass units),
- Observation from the inside to the outside,
- Observation angle as close to perpendicular to the glass surface as possible,
- During observation, defects must not be marked on the glass,
- Carried out under diffused lighting conditions (e.g., cloudy sky).

When reporting a complaint, the defect on the glass should be measured with a ruler or have an object placed near it to indicate its size on the glass.

Any scratches or damage on the outer surface of the glass must be reported upon delivery and will be classified as a visible defect.



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Customer Name	
Order Number	
Item Number	

	Customer Service	Complaint
PLACE OF SERVICE		
Name		
Street		
City / Town		
Phone		

DESCRIPTION
Attachments:

.....
Signature

.....
Date

