



## Warranty

Thank you for your interest in the products and services of VERT.Design.

This Limited Warranty applies to physical goods, and only for physical goods, purchased from VERT.Design (the "Physical Goods").

What does this limited warranty cover?

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, VERT.Design will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

This Limited Warranty extends to the original purchaser only and is not transferable.

What will we do to correct problems?

will either:

Replace the Product at no charge, using new or refurbished replacement parts    Exchange the Product with a new or refurbished Product;

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Exchange the Product with a new or refurbished Product.

VERT offers its customers a five-year warranty for their products. All guidelines for receipt, storage, use and installation must be followed correctly.

Depending on the seriousness of the problem, VERT will send a professional to issue a report / technical opinion. If manufacturing defects are found, VERT will take appropriate measures to solve the problem (repair of the product, replacement of defective parts or a complete replacement of the kit, if necessary).

If detachment or bowing is greater than 4mm and found to be caused by manufacturing faults, the kits will be automatically covered by the warranty.

If the VERT Warranty is triggered by unforeseen conditions or due to problems not caused by manufacturing faults, the client will be subject to pay for the technical assessment visit, including transportation, food, lodging and service expenses.

How long does the coverage last?

The Warranty Period for Physical Goods purchased from is 5 Years from the date of purchase.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good or 5 Years from the date of replacement or repair, whichever is longer.

What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

Conditions, malfunctions or damage not resulting from defects in material or workmanship  
Conditions, malfunctions or damage resulting from negligence, improper maintenance or modification- Damaged or destroyed by natural causes including but not limited to lightning, flood, or other natural disaster- Theft or loss of the Physical Goods will pay for shipping charges.



shall assume all risk of loss or damage to the Physical Good while in transit to us.

This Limited Warranty is void if the Physical Goods are returned with removed, damaged or tampered labels or any alterations.

*The warranty will be automatically voided if:*

- › VERT products are transported, stored, installed and used improperly and not in accordance with the instructions in the user manual;
- › Defects are caused from the installation of VERT products or failure on the part of the laborers (it's recommended that specialized installation personnel);
- › The wall or floor is not plumb / leveled and / or unfinished, or if windows are without glass, a situation that facilitates the presence of ambient humidity;
- › There are alterations which change the original dimensions of the product delivered by VERT;
- › The customer does not check the VERT products on delivery;
- › Harmful agents in the wood appear, as in production raw materials are put under a rigorous treatment against insects and other threats;
- › There are defects caused by water seepage or moisture in VERT products from non-water resistant subfloors, walls or floors, installations in flooded places and / or cleaning with abundant water (hoses, buckets, etc.);
- › Unauthorized water-based products are applied or incorrectly applied to the finish of VERT products;
- › The door is removed for painting and is reinstalled improperly;
- › There are marks of lime, cement, sand, oil or other substances / products;
- › There are scrapes / scratches on the products coming from the work site, such as bumps, falls or others;
- › There is damage caused by vandalism or break-ins;
- › There is damage caused by natural disasters;
- › VERT doors are installed in outdoor environments and / or exposed to the elements;
- › Paint is applied to finished products; any products the client uses will be their exclusive responsibility, exempting VERT from any liability.

What do you have to do?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you.

Deliver the Physical Goods, in either its original packaging or packaging providing an equal degree of protection, including any accessories or documents that shipped with the Physical Goods to the address specified in the warranty contact email.

You can contact us by email: **info@vert.design**