

# WARRANTY ASSURANCE PROCEDURE

Reference number: PROC.A.13-2/2

1. GroGlass and Customer („Parties”) shall agree on defects definitions for each specification that shall be communicated between parties separately. GroGlass will review all claims, also for smaller quantities, as this may indicate possible areas where to focus our efforts of continuous quality improvement.
2. Unless individually agreed otherwise, the warranty period for any defects in quality will be 12 months if there was compliance with GroGlass Handling Guidelines. It means that glass shall be installed in final application no later than 12 months from delivery.
3. Parties Agree:
  - 3.1. Before glass is processed (cut, grinded, transported on conveyors, etc.), any defects outside the Specification can be claimed and shall be reviewed by GroGlass.
  - 3.2. After glass is processed (cut, grinded etc.), only defects related to reflection, reflection color and/or bubbles (substrate defects) can be claimed and shall be reviewed by GroGlass.
4. Customer shall not apply any stickers or markers on glass panes. All marked glass panes will be disqualified from claim consideration.
5. Customer shall prepare and submit to GroGlass a formal report „*Complaint form*”:
  - 5.1. The *Complaint form* shall include references to Package number and Delivery note number.
  - 5.2. Defects for each package should be outlined in separate lines in *Complaint form* and described based on defect definitions (see clause 1).
6. In case an undefined or systematic defect is identified (visible on more than 15% per package) Customer shall immediately stop processing glass from this package and inform GroGlass about the regularities of this defect – shape, location on the panel, package number on which it was encountered as well as supply GroGlass with pictures/drawings and samples for investigation. In case when processing has been stopped, Customer will ask GroGlass for the permission to continue the processing; the permission has to be given in writing.
7. Parties' QC departments shall be responsible for communication regarding defects. Parties shall nominate single point of contact at their QC departments. QC departments shall attract sales departments, if necessary, to facilitate defects tracing.
8. Customer shall ensure that claimed glass is packed and stored on similar frames and with the same interleaving material (PE foil) for return to GroGlass. Similar number of sheets (as delivered from GroGlass) shall be packed on one frame. Customer shall ensure enough storage space at his location for a minimum 1 truck of claimed glass.

Warranty Assurance  
procedure

9. Claimed glass transportation to GroGlass
  - 9.1. If required by GroGlass, all glass claimed by Customer shall be transported back to GroGlass.
  - 9.2. GroGlass shall arrange transportation of claimed glass back to GroGlass at its own cost within 10 working days from Customer notification.
  
10. GroGlass inspection
  - 10.1. GroGlass shall inspect returned claimed glass (according to agreed specification) and shall issue an inspection report („*Complaint Report*“) to Customer stipulating accepted and rejected claims within 20 working days upon delivery to GroGlass.
  - 10.2. Customer shall confirm *Complaint Report* from GroGlass within 5 working days.
  - 10.3. If Customer does not respond to *Complaint Report* within specified time, *Complaint Report* shall be considered accepted by Parties.
  
11. Compensation for accepted claims
  - 11.1. Customer shall fully pay GroGlass invoices as per invoices' due date. Any claims for which Credit Notes are issued shall be netted against future invoices.
  - 11.2. GroGlass shall issue Credit Note within 5 working days once *Complaint Report* is accepted by both Parties.
  
12. Claim rate in amount of 2-3% from each delivery is considered to be within industry standard and is not subject for claim. For claims exceeding this amount GroGlass' liability shall be limited to the sale price of the products claimed. It does not cover any costs associated with removal or replacement of the final product. It does not cover damage caused by misuse, neglect or accident.