

## WARRANTIES:

although we are always trying to solve any possible problem of the Customer, some limitations to the warranty are defined to protect the residual value of the product and protect from warranty abuse.

### 1 COVERAGE:

Unless explicitly agreed otherwise, the warranty covers visible manufacturing defects on the reflection side greater than 2x2mm. The film of our standard product is transparent, and this allows to see relevant aesthetic defects before cutting or removing the film.

### 2 NONCOVERAGE:

Unless explicitly agreed otherwise, the warranty DOES NOT cover: scratches and/or other handling damages, uneven transparency in case of backlighting, defects in the external 2.5cm on each side, transport damages not contested to the carrier at the time of delivery, and similar.

### 3 DURATION:

The warranty is valid until the first event between:

- a) one year from the sale,
- b) first processing (cut, thermoforming, etc.),
- c) film removal.

### 4 NOTIFICATION:

each notification of anomaly must be supported by photo of the defect and photo of the label present on each sheet with defect. The identifying label of the sheet is present on the protective film of all our sheets. It is possible that, in some cases, to start the practice will be required to send a sample of the defect.

### 5 RESIDUAL VALUE:

to exercise the rights of the guarantee, the product must be made available to be recollected in the conditions that preserve its residual value.

Among these conditions we cite:

- a) Film: the contested product must still have its protective film positioned sufficiently to preserve the product,
- b) Care: the product must have been protected from dirt and moisture and handled avoiding any damage,
- c) Packaging: the product must have been packaged in a suitable way so that it can be transported safely,
- d) Integrity: the product must be contested in full sheets. Cut sheets are not accepted (except the first one) or are valued at a lower value.

### 6 MAXIMUM REFUND:

the maximum amount of the reimbursement can't be greater than the value of the defected products and the proportional transport cost managed by EUMirror for the delivery to the Customer.

The refund % will be calculated dependently on:

- a) the kind of defect,
- b) the dimension of the defect(s),
- c) the "Residual Value" of the products,
- d) the kind of application (need) of the Customer.

### 7 RECOLLECTION:

depending on:

- a) value of the contested product,
- b) residual value,
- c) transport costs,
- d) Customer needs,

EUMirror will schedule a recollection or give a waste disposal authorization for the defected products.

### 8 REPLACEMENT:

depending on Customer needs and transport costs, EUMirror will provide the replacement products using all the urgency procedures for production and transport.

