	PRODUCTS WARRANTY POLICY	VERSION: 1
	COMMERCIAL AND MANUFACTORYN PROCES	DATE: 03/11/2023

1. OBJETIVE.

Set all guidelines, times, and terms to considerate a warranty of product provided to our clients.

2. SCOPE.

Definition of warranty periods, causes, material warranties, customer requirements, and responsibilities of ALCO S.A.S. regarding the supply of aluminum and glass structures.

3. DEVELOPMENT.

TIMELINES

The timelines for claims and warranties related to the product are subject to causes inherent to the manufacturing process and/or defects from our suppliers.

All claims that meet the causes described in the table will have a one-year validity from the material supply date, provided the requirements described in this document are met.


Glazing systems attached with structural tape (VHB - G/B23F) or structural silicone (DOWSIL 995 or similar) have a twenty (20) year warranty.

The delivery times for replacement products are subject to material availability and stock; in case the material is discontinued, **ALCO S.A.S.** must recommend an alternative to the customer that better suits the technical and aesthetic needs of the product.

CAUSES

<i>MATERIALS</i>	<i>CAUSES</i>
<i>GLASS</i>	Dimensions and machining outside of tolerances.
	Gas and solid inclusions (bubbles, particles).
	Excessive distortion.
	Flatness issues (warping/bowing/arch).
	Lamination imperfections.
	Delamination.
<i>ALUMINUM</i>	Mechanical properties outside of parameters.
	Chemical composition outside of parameters.
	Dimensions and machining outside of tolerances.
	Color, gloss, and tone outside pattern range.
	Paint peeling.
	Insufficient coating thickness (paint and anodizing).

BY	REVIEWED BY	APROVED BY
NAME: Juan Camilo Acosta Hernández. CARGO: ITA COORDINATOR DATE: 03/11/2023	NOMBRE: Cristian Montoya CARGO: DESIGN HEAD DATE: 03/11/2023	NOMBRE: Antonio Arévalo CARGO: CEO FECHA: 03/11/2023

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<i>ACCESORIES</i>	Inadequate/deficient functioning.
	Incompatibility with other supplied materials.

The causes can be attributed to both manufacturing defects and improper handling, transportation, and storage practices throughout the supply chain; some examples include:

- Scratches or linear defects on glass and profiles.
- Screen printing defects.
- Glass chipping.
- Glass breakage.
- Impacts on profiles and accessories.
- Tears in aluminum.
- Stains on glass and profiles.

REQUIEREMENTS

Warranties for the aforementioned causes are contingent upon the customer's compliance with what is described in the contract, the quotation, and the sections on care, storage, handling, maintenance, and everything outlined in this document.


When making claims, it is essential to have all the elements in the condition and position in which the event occurred. Otherwise, it may be grounds for rejection due to insufficient elements for cause analysis.

Other reasons for product claims and warranties can be enforced as long as the customer follows the following:

- File the claim at the time of unloading or supply, reviewing the entire order based on the acceptance criteria described in this document.
- Identify and report the defects or anomalies detected, documenting them on the copy of the delivery receipt.
- Clearly specify the items for the claim and return, handing them over promptly to the driver.

Important: Claims arising from these causes that have not been reported and registered during unloading and delivery will be the responsibility of the customer for accepting the product in good condition upon receipt, and it will not be ALCO S.A.S.'s responsibility to assume the warranty. ALCO S.A.S. provides the necessary commitment and support when any defect is detected under these conditions; it can be sent to our facilities to take appropriate actions regarding the defect.

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CHANGE LOG			
VERSION	DESCRIPTION	RESPONSIBLE	DATE
1	Creation, translate and transcription of document	Juan Camilo Acosta Hernández.	03/11/2023

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