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in PJSC "MTB BANK", Chornomorsk, Odessa region, Ukraine
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GENERAL QUALITY TERMS

Terms

Manufacturer – LLC Soton
Buyer – The person who purchased the sheets from LLC Soton.
End Consumer – The person who purchased sheets from a trading organization for their intended use.
Trading Organization – Any entity other than LLC Soton selling sheets to the end consumer.

1. **Product Warranty**
   LLC SOTON, as the manufacturer of multiwall and solid sheets under the trademarks **SOTON**, **SOTON NANO**, **SOTON ECO**, **SOTON TITAN POLYCARBONATE**, and **SOTON SOLID POLYCARBONATE**, provides the following warranty periods:
   Multiwall Sheets:
   - **SOTON, SOTON TITAN POLYCARBONATE**: 10 years.
   - **SOTON NANO, SOTON ECO** (depending on sheet thickness):
     - 4 mm: 7 years
     - 6 mm: 8 years
     - 8 mm: 10 years
     - 10 mm: 10 years

   Solid Polycarbonate Sheets:
   - **SOTON SOLID POLYCARBONATE**: 10 years for all products.

   The warranty period begins on the date of sheet production.
   Solid sheets with a non-standard width exceeding 2,050 mm may have technological lines up to 50 mm from the edge of the sheet. The manufacturer's warranty does not cover this edge area; the presence of production lines within this area does not constitute a manufacturing defect (faulty product) and cannot serve as grounds for a return or exchange of the goods.

2. **Sale Period Restriction**
   All LLC Soton products must be sold to the end consumer within **2 years** from the production date. This restriction prevents potential damage to the protective film and ensures proper usage of the polycarbonate sheets.
3. **Quality Assurance**
   The manufacturer guarantees that the products are free from defects in quality and quantity and are produced in compliance with European standards **EN 16240** and **EN 16153**.
4. **Non-Transferability**
   This warranty is given directly to the Buyer and is non-transferable. The End Consumer must contact the retailer where the sheets were purchased for any claims.
5. **Liability Limitation**

LLC SOTON's liability is limited to the purchase price of the product. The company is not responsible for special, incidental, indirect, or consequential damages arising at any time or for any reason.

6. **Defect Notification**
   The Buyer must notify LLC Soton of any defects within the warranty period and within **30 days** of discovering the defect. Failure to do so will void the warranty.

7. **Exclusions**
   This warranty does not cover defects or damage caused by:
   - Improper installation, assembly, or handling.
   - Improper fastening to foundations or other structures.
   - Impact, modifications, or misuse.
   - Extraordinary conditions, including war or natural disasters.
   - Weather events such as hail, wind, or snow exceeding rated capacities.
   - Excessive exposure to chemicals or abrasives.
   - Transportation damage or negligence.

8. **Sealants and Installation**
   The warranty does not apply if unsuitable sealants are used or if materials are incorrectly installed.
9. **Exclusions for Labor and Delivery**
   The cost of labor for removing and installing replacement parts is not covered. Delivery of damaged or defective parts is also excluded, unless otherwise agreed with the supplier.
   The Buyer must return defective material for evaluation, testing, and proof of purchase before the warranty expires.

10. **UV Protection and Handling**
- Multiwall sheets must be exposed to weather conditions only on the UV-protected side.
- Multiwall and solid polycarbonate sheets must not be scratched or abraded.

11. **Complaint Conditions**

A complaint under this warranty will be considered if:
- Damage occurred during the warranty period despite compliance with warranty conditions.
- The complaint is filed without delay during the warranty period.
- The Buyer provides an invoice issued by the seller, including the Buyer's details, date of purchase, product description, and quantity.

12. **Warranty Fulfillment**

If the claim is justified:
- LLC Soton will replace the material free of charge.
- If replacement is not possible, the customer will be reimbursed the original purchase price.
- Further claims are excluded.

Replacement of defective material	
Period after purchase date	**Percentage of replacement in case of weather damage**
up to 5 years	100%
within 6 years	75%
within 7 years	60%
within 8 years	45%
for 9 years	30%
within 10 years	15%