

Object: GENERAL INFORMATION ON WARRANTY

1. SCOPE AND DURATION OF WARRANTY

- 1.1. ECLISSE s.r.l., with head offices located in Via Giovanni Pascoli, 7- 31053 Pieve di Soligo (TV), certified email address eclisse@pec.tuni.it ("*ECLISSE*") hereby grants the warranty specified in this document ("*Warranty*") to end users. "*End Users*" mean (natural and legal persons) who use the Products (as specified hereafter), directly or indirectly, and not for resale purposes
- 1.2. The Warranty covers the products listed in the table below ("*Products*"), in case of defects in one of the components specified therein:

PRODUCTS	WARRANTY PERIOD
Frames for sliding pocket door systems: 1) metal parts of the pocket-frame in galvanised steel or aluminium; 2) runnerst 3) sliding track in anodised aluminium alloy 6060 (10 µm).	12 years, effective from the date of purchase
Frames for hinged doors: 1) metal parts of the anodised aluminium frame, excluding aesthetic treatments (final coatings).	12 years, effective from the date of purchase
Frames for technical rooms and decorative niches: 1) metal parts of the anodised aluminium frame.	12 years, effective from the date of purchase

It is understood between the Parties that for all other components of said Products, as well as for any other ECLISSE product (other than the Products mentioned above), the legal or conventional warranty shall apply each time accordingly.

- 1.3. The Duration of the Warranty is effective as of the date in which the Products are purchased by the End User from ECLISSE or from its authorised reseller, fact that must be proven by the End User through a receipt or original invoice. In the event that the End User does not purchase the Product directly from ECLISSE or from its authorised reseller, the End User shall be responsible for retrieving the respective documentation from the previous owner otherwise the Warranty will be voided.
- 1.4. The rights granted in this Warranty do not harm the rights granted by law pursuant to the Italian Civil Code or the Italian Consumer Code (Legislative Decree 6 September 2005, no. 206), from time to time in force.
- 1.5. This version of the Warranty is valid as of 01/05/2026.

2. WARRANTY COVERAGE AND LEGAL REMEDIES PROVIDED

- 2.1. This Warranty covers defects of Products arising from an incorrect design or construction of one of the components listed in the table under section 1.2 above.
- 2.2. During the validity period of the Warranty according to the terms and conditions set out therein, once the reported defect is ascertained, ECLISSE undertakes to replace or repair the defective Products free of charge at its own discretion, even through its network of authorised resellers.
- 2.3. Components supplied as replacement or repaired as per section 2.2 will benefit from this Warranty exclusively until its expiration, effective as of the date of the first purchase of the Product containing the components that are replaced or repaired pursuant to section 1.2.

3. WHAT IS NOT COVERED BY THE WARRANTY

- 3.1. The Warranty does not cover defects arising, directly or indirectly, from one of the following cases.
- a) Improper installation or assembly of Products (for example, if the assembly instructions included in all of the packages of the Products are not observed or the installation is not conducted properly).
 - b) Installation of Products in areas that are non-conforming to those specified by ECLISSE.
 - c) Design or construction defects of the building in which the Products are assembled (for example, structural damages due to collapsing walls), not attributed to ECLISSE.
 - d) Tampering, modifications, customisations, adjustments or repairs of the Products (or respective accessories) performed by persons other than technicians of ECLISSE (or of authorised resellers), unless authorised in writing beforehand.
 - e) Mere aesthetic reasons (where they are due to an incorrect installation or setup).
 - f) Improper or non-conforming use of the Products with respect to the instructions provided by ECLISSE (for example any form of improper tampering, failure to observe the provisions set out in the maintenance instructions or technical sheets).
 - g) The use of spare parts or accessories that are not compatible with the ECLISSE products (e.g. runners or tracks).
 - h) Normal wear and tear of the materials.
 - i) Decay due to solar radiation, condensation, acid rain, splash of salt water or other events that are corrosive or that alter the materials.
 - j) Accidental ruptures, damages or deformations caused by collisions or pressure due to transportation.
 - k) Force majeure events (for example, fires, floods, acts of vandalism and terrorism, wars, etc.).
 - l) Use or installation of the Products that at the time of assembly, show visible defects that are obvious (so-called obvious defects).
- 3.2. ECLISSE will not be held liable for any damages that are, directly or indirectly, caused to persons or property as a result of the lack of observance of all the instructions specified in the documentation accompanying the Products and in particular those regarding warnings on the installation, use and maintenance.

- 3.3. It is understood that any component other than those listed in the table under section 1.2., even if sold or shown together or installed on the same Products, will not be covered by the Warranty.
- 3.4. To the extent permitted by applicable law, ECLISSE will not be held liable for any damages arising directly or indirectly or in connection to a complaint made pursuant to this Warranty. The only rights granted to End Users under this Warranty are those regarding replacement or repairs set out in section 2.

4. WARRANTY CLAIM PROCESS

- 4.1. In order to request a repair or replacement under Warranty, the End User must timely report the defect and provide the following:
- a) Highlight the defects found (for example provide the alleged non-conforming component or send a video or picture of it); and
 - b) Documentation proving the purchase of the defective Products and any identifying reference thereof, Only to the reseller where the Products were purchased, where the reseller will promptly contact ECLISSE to review the request.
- 4.2. In the event that:
- a) The reseller where the Products were purchased is no longer an ECLISSE reseller; or
 - b) The reseller contacted as per section 4.1. fails to give a response; or
 - c) The end user did not purchase the Products from an ECLISSE reseller,
- The End User may in this case contact ECLISSE directly to the following addresses:

ECLISSE s.r.l.

Via Giovanni Pascoli, 7

31053 Pieve di Soligo (TV- Italy)

telephone: +39 0438 980 513

webpage: www.eclisse.com

e-mail: service@eclisse.it

Certified e-mail (PEC): eclisse@pec.tuni.it