

# WARRANTY TERMS

## 1. WARRANTY PERIODS for OLI products:

- a. In-wall flushing cisterns, bidet, washbasin and urinal frames - 10 (ten) years;
- b. Exposed flushing cisterns - 5 (five) years;
- c. Flushing mechanisms (inlet valves and outlet valves) - 10 (ten) years;
- d. Electronic components, fixtures, and fast-wearing parts, specifically rubber seals or similar products, push-buttons and control plates - 2 (two) years;
- e. All other products - 2 (two) years;

2. The warranty period starts on the purchase date by the first final Consumer. The sales document, corroborating the sales date of the OLI product and the respective serial number, certifies the start date of the warranty. In the event of a subsequent purchase, or any alteration in proprietorship or user, the warranty period shall continue for the remainder of the warranty period and shall continue unaltered relative to all other aspects of the warranty.

3. This warranty is also applicable to subsequent substitution parts for those determined to be defective until the end of the warranty period for the product of which they are a part, or up to two years after their application if the remaining warranty period for the product is less than two years. The repair or substitution of a product or a part does not renew the initial warranty period.

4. This warranty is only valid if the product has been correctly installed, in accordance with the installation instructions and the information contained in the catalogues and manuals provided by OLI. In situations where information is not covered in the aforementioned resources, installation should be carried out in accordance with the standards, rules and technical specifications contained in the legislation in effect, applicable to the type of devices and mechanisms in question.

5. The applicability of this warranty also depends on the use considered to be normal for the products, the operating conditions (ex. pressure, temperature, etc.) and the type of liquid used, which should have values within the parameters indicated in the catalogues or manuals provided by OLI.

6. If the flush pipes are used for other liquids other than network water, the standards relative to the resistance of polyethylene (PE), polypropylene (PP) and polyvinyl chloride (PVC) should always be respected.

7. Products with missing parts or which are defective at the time of installation, as well as during pressure tests, should not be used.

8. OLI products should not be used with other products which do not have local national Quality Approvals/Certificates.

9. Any product return should be accompanied by a copy of the sales receipt, with the product in its original packaging, whenever possible.

10. This warranty is immediately terminated and is not extended to any equipment or part that has been damaged or become inoperative as a result of the following:

- a) Accident, fall, fire, flooding and inappropriate, abusive or negligent use;
- b) Use of parts or accessories which have not been manufactured or provided by OLI, or whose provision and/or manufacture have not been expressly authorised by OLI;
- c) Unauthorised alterations to the equipment;
- d) Breaking of any warranty seal or removal of any label with the serial number or legally mandatory marking;
- e) Assistance, repairs or substitutions carried out by third parties other than OLI, an authorised reseller or certified technical centre.

11. Under no circumstances does the warranty cover the product's installation.

12. The products are packaged in duly identified packages which fulfil the requirements established in applicable national legislation. OLI cannot be held responsible for material or personal damage resulting from the incorrect or inappropriate use of the packages.

13. Failure to comply with any of the aforementioned clauses releases OLI from responsibilities pertaining to material damage and/or non-material damage which may result.

14. OLI recommends that the packaging materials of its products, after no longer being needed, should be recycled by the appropriate and socially responsible means and processes.

15. In the case of defects or non-conformity of OLI products, a written notification should be sent to the sales representative or OLI client manager within 60 days of becoming aware of the defect, as long as it was not previously visible, within reason. The appropriate measure shall then be taken to determine the possible defects detected. The notification may also occur by telephone, followed by a registered letter with acknowledgment of receipt within 24 hours to Customer Service, OLI - Sistemas Sanitários, S.A., Travessa do Milão, Esqueira, 3800-314 Aveiro (Portugal)

16. Failure to comply with the terms of the aforementioned number may result in the total or partial loss of the right to compensation or of the warranty itself.

17. The notification mentioned in Point 15 of this Warranty, issued by means of registered letter to OLI's Customer Service should contain the following information:

- a) Name, address and telephone number of the claimant;
- b) Identification of the product;
- c) Entity and place where the product was acquired (when not at OLI), as well as the respective purchase date;
- d) Address of the location where the product was installed;
- e) Description of the visible losses;
- f) Type of installation and the materials used (if the claimant has this information);
- g) Conditions of use, ex. type of system, pressure, temperature, etc. (if the claimant has this information);
- h) Name, address and telephone number of the company or person who installed the product.

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18. Any personal information provided shall be used solely for processing the claim and for contact with the claimant and may be transmitted to the insurance provider to which civil responsibility for damages has been transferred.

19. Any obligation to repair, substitute, reduce the price or reimburse, if this should be the case, shall occur only for OLI products which have a visible marking or identifying logotype, with defects or non-conformities which have been proved through extensive technical verification. If it is concluded that the product is not defective, the expenses paid by OLI shall be invoiced to the claimant. The product's technical standards at the time of its manufacture shall be the basis for its conformity assessment.

20. OLI cannot be directly held responsible by the purchaser if the product's non-conformity results from actions by the resellers (or other commercial agents) of OLI products, namely when non-conformity results from statements made by the sales representative regarding the product, its qualities and use conditions, which are different from the product's indications and instructions, including the information contained in manuals and instruction guides provided with the products or published on the company's website.

21. The consumer's rights and obligations are established in the Legal Regime for the Sale and Warranty of Consumer Goods (Law-Decree No 67/2003, of 8th April, and its subsequent alterations, specifically those foreseen by Law-Decree No 84/2008, of 21st May), as well as the Consumer Protection Act (Law No 24/96, of 31st July).

22. Any litigation resulting from the terms or interpretation of the present warranty, or of the purchase and sales contract from which the warranty results, is regulated by Portuguese law and resolved in the court of the competent legal jurisdiction where the headquarters of the warranty provider, OLI, are located, with express waiver of any other, except in cases where OLI and the beneficiary of the warranty have agreed to settle the litigation in an arbitration court.

23. This warranty binds OLI according to its exact terms, except typographical errors.