

Theuma Group

General Warranty terms and conditions

The logo for Theuma doors & frames. It features a stylized 'i' icon composed of three vertical red bars of varying heights, with the tallest bar on the left and a shorter one on the right. To the right of this icon, the word 'theuma' is written in a bold, lowercase, sans-serif font. Below 'theuma', the words 'doors & frames' are written in a smaller, lowercase, sans-serif font.

i theuma
doors & frames

Theuma Group General Warranty terms and conditions

This general warranty condition is a product warranty that is only directly related to the delivered product (material or structural faults), outside its use and is applicable to the relevant companies of the companies as described in section 1.1. of the Theuma Groep General Terms and Conditions (hereinafter jointly "Theuma").

This includes (visible or hidden defects) e.g. bonding of parts, loosening or imperfections of final finishing layers (lacquer, HPL, veneer, etc.)

Standards Framework

THEUMA goods are produced according to different standards and product certificates, depending on the country of destination and functionality:

STS 53.1 applies as the basis for Belgium.

KOMO (BRL2211) applies as the basis for the Netherlands.

STS 53.1 is used as the basis for other countries if no specific agreements were made prior to delivery of goods.

The "Theuma Group General Conditions" and the "General Assembly and Service Conditions" apply to all our offers, agreements and deliveries (www.theuma.com).

Specific standards and reports (e.g. Benor, CE, Efectis, Warrington, GND, etc.) apply to functional doors/frames (fire, smoke and burglar resistance and soundproofing), and are available on request.

In case of doubt or contradiction, the descriptions of these standards and/or reports take precedence over the conditions described in the "Theuma Group General Warranty terms and conditions".

Standard Warranty Periods

A one-year product warranty shall apply to all wooden doors and wooden and metal frames produced, delivered and assembled by Theuma.

If applicable, for (end) products purchased from third parties, the warranty period as stipulated by the supplier of these end products shall apply, but always with a maximum of one year.

The warranty periods start from the invoice date of Theuma to the customer.

Warranties are taken into account as long as the "Theuma Group Processing, Maintenance and Over-coating Instructions and Assessment Criteria", are fulfilled. (see www.theuma.com)

Deviations from the above guarantee periods must, after agreement between both parties, be recorded in writing between Theuma and the buyer.

Scope of the Warranty

Provided that the Buyer (as defined in the Theuma Group General Terms and Conditions) has communicated the complaint in writing within 48 hours of discovery and that it is covered by the warranty and within the warranty period, Theuma shall at its option and to the full and exclusive satisfaction of the Buyer, restore, improve or replace the defective goods, or refund the portion of the price of the order that is related to the defective part.

Follow-up costs will not be reimbursed, such as: hanging, assembly and painting costs of doors and frames, as well as repair costs of third parties, except as stipulated in these General Warranty Conditions and to the extent permitted by law, no statements, conditions or guarantees are given, either explicitly or implicitly, by virtue of a contract, tort (including negligence or violation of the general duty of care) with regard to the quality, condition or suitability of the goods delivered by Theuma.

Are excluded from the scope of the warranty

- Defects that are the result of not following the "Theuma Group Processing, Maintenance and Over-coating Instructions and Assessment Criteria", or of inexpertly use and/or use for purposes other than for which they were intended.
- Defects that are the result of faulty hanging mechanisms and locks, not supplied by Theuma.
- Defects (inter alia, damage) that are the result of adjustments, operations, assembly and/or repair carried out by the customer or third parties. Operations include but are not limited to: goods that are over-coated, trimmed with a planer and/or cutter, mounted and goods that are discharged at the construction site, etc..
- Normal wear and tear:
Limited colour and structural differences may be present in the delivered products. For the assessment of this, please refer to the "Theuma Group Processing, Maintenance and Over-coating Instructions and Assessment Criteria".
- Defective storage of goods after receipt:
Interior doors and interior doorframes must be protected immediately after receipt against moisture, heat and other harmful influences. They must be stacked in such a way that no unacceptable deformations can occur. In a dry, well-ventilated room, where the doors are positioned in such a way that they are protected against rising ground damp, contamination and condensation. See also section 2 of the "Theuma Group Processing, Maintenance and Over-coating Instructions and Assessment Criteria".
- Exposure to abnormal climatic conditions:
Interior doors must not be exposed to a relative humidity of 40% or lower, or 70% or higher, respectively, or to one-sided or uneven heating. See also section 4 of the "Theuma Group Processing, Maintenance and Over-coating Instructions and Assessment Criteria".
- Effects of moisture:
For durability of interior doors, it is important that these doors do not come into direct contact with moisture and that moisture is prevented from getting into the door.

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- Factors that **Theuma Group General Warranty terms and conditions** adversely affect the durability of the doors are:
 - Direct contact with moisture
 - Absence or incorrect use of a ventilation system
 - Poor ventilation between the door and the sub-sill
 - Placement of pre or post lacquered doors in moist conditions
 - Construction situations where there is a high risk of surface condensation (open buildings, a lot of wind, strongly fluctuating temperatures, etc.).
 - Adverse effects due to moisture (e.g. layer of lacquer coming loose, swelling, warping, etc.) are never covered by the warranty.

Warping/Form stability

- Form stability refers to the stability of the door upon delivery (i.e. it remains in an upright position). With regard to the warranty of form stability, we conform to tolerance class V1 of STS 53.1. This means that for one year after delivery, Theuma provides a guarantee that, assuming correct storage and correct hanging, these doors will not warp more than 8 mm, with a standard door height and width (max. 2400 mm high, 1400 mm wide) and under normal climatic conditions within the home/building.
- Reporting of detected damage
Upon receipt, the goods must be checked by the customer for visible damage (without removing the transport packaging). This damage must be reported immediately on the transport documents.

Determination of hidden damage upon receipt must be reported in writing and with the necessary photos as evidence to the seller (customer service) who will then assess the admissibility of the complaint on the basis of the photos.

Governing Law and Disputes

Belgian law is applicable to these Theuma Groep general warranty conditions, with the exclusion of the Vienna Sales Convention. All disputes concerning the origin, implementation or validity of these general warranty conditions, including non-contractual or pre-contractual disputes, fall under the exclusive jurisdiction of the courts of Brussels.