

# PAA EXTENDED WARRANTY TERMS

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SIA "PAA" (PAA) has been producing baths, washbasins and shower trays since 1993. The PAA factory is located in Latvia, the European Union. The products are produced from high-quality materials and comply with EU norms. Properly cared for, they will last for decades, which is why PAA offers a warranty of ten years.

Warranty conditions:

1. PAA guarantees that its products – baths, shower trays and washbasins (Products) – will remain fully functional and will not alter their shape or colour, produce surface peeling, cracks or blisters (Defects):

- a. for ten years from the date of purchase, regardless of the date of installation, if the Product is used in domestic conditions;
- b. for two years from the date of purchase, if the Product is used in commercial or public facilities (for example, restaurants, offices, educational institutions, hotels, residences or sports centres, etc.).

2. All PAA Products feature the CE marking and comply with EU safety, health and environmental protection requirements.

3. If a Defect is discovered in the Product under the terms and conditions of this warranty, the Product will be repaired or replaced after due inspection. The replacement Product will have the same characteristics (material, dimensions, colour, etc.) as the original Product, unless this is not possible due to the discontinuation of production, in which case PAA will replace it with a Product with similar characteristics.

4. The PAA warranty is void:

- a. if the Product has been damaged by third parties or the Owner during transportation, installation, maintenance or repair (except for in cases where installation, maintenance or repair was performed by a person authorised by PAA);
- b. if the Product has been intentionally or unintentionally damaged by the Owner as a result of improper storage or use of the Product (e.g., exposure to the environment; exposure to excessive UV radiation; thermal shock when filling a cold bath with water hotter than 60 degrees Celsius; exposure to chemical and mechanical damage, etc.);
- c. if the Product has been arbitrarily modified in any way;
- d. if the Owner has failed to comply with the installation and operating instructions;
- e. if Defects have been caused by external factors beyond the

control of PAA (e.g., mains failure; poor water quality; thermostatic valve malfunction; lightning; fire; flood, etc.).

5. The PAA warranty does not apply to:

- a. Natural wear and tear of the product (e.g., surface wear, scratches, dents, discolouration due to the sun's UV radiation, wear of seals and bathtub pads, etc.);
- b. slight changes to the surface of the Product which are characteristic of the appearance of natural stone and do not affect its structural integrity;
- c. unevenness on the underside of the Product that is not visible and does not affect its use.

6. PAA recommends leaving the installation of the Products to an authorised representative of PAA or another professional plumbing service.

7. PAA reserves the right to make minor changes to the appearance and design of the Product. The permissible length and width tolerances are +/-5 mm for dimensions up to 1 m and +/-10 mm for dimensions above 1 m.

8. When making a warranty claim to PAA, the buyer must present a valid proof of purchase and/or a PAA warranty card.

9. All transportation and installation costs associated with the replacement of the Product under this warranty shall be borne by the Owner.

10. By purchasing the Product, the Owner agrees that PAA shall not be liable for damages exceeding the amount specified in the original Product invoice and/or delivery note and/or receipt. PAA shall not be liable for damages not covered by this warranty:

- a. including, but not limited to, liability for a product not fit for use, lost profits, lost business, inconvenience or moral damages to the owner;
- b. indirect and consequential damages or penalties from third parties related to damage of the Product.

