

### WARRANTY LETTER

1. This warranty certificate is issued by Tantimber – Tanwood Orman Urunleri San. Tic. A.S
2. All the commodities will be free from defects “on useable side” of the products in workmanship or material and that any services will be provided with due skill, care and diligence, and that any materials used in providing such services will be sound and reasonably fit for the purpose for which they are required (available via our website <https://tantimber.com/wp-content/uploads/2024/03/cladding-installation-guide.pdf> )
3. Tantimber shall be responsible for **15 years** of warranty against **rotting** for its **Thermally Modified Ash Products** supplied from the Invoice date (refer to Article 4). This warranty does not cover damage resulting from carelessness of the Buyer or its contractor. **Thermally Modified Ash Products** are natural products and these natural behaviors of products such as *fading, surface splits, end cracks* after installation which are not affecting the durability of the material are not a matter of the warranty. If the Seller is in breach of this representations and warranties, its liability shall be limited, at the option of the Buyer, to:
  - Replacement of the commodities concerned; or
  - Reimbursement of the price paid for the commodities.
4. Tantimber warrants that Thermally Modified Ash products shall remain free of damage from the date of delivery Tantimber stated on the invoice and for;
  - a. 15 years when Tantimber Thermally Modified Ash Products are used in use classes 1,2 and 3 as defined in EN335-1.

- b. 10 years when Tantimber Thermally Modified Ash Products are used in use class 4 as defined in EN335-1.
  - c. The warranty excludes all Use class 5 uses defined in EN 335-1 such as Tantimber Thermally Modified Ash Products exposed to salt and brakish water
  - d. The warranty also excludes customer based damages or defects such as;
    - i. Improper storage, handling, installations and as well Tantimber written instructions have not been followed
    - ii. Acts of gods such as hurricane,tornado, earthquakes or similar
    - iii. Any cause other than Tantimber manufacturing defects.
5. Place and time of warranty: at the Buyer's address within 15 (fifteen) days from the date the Seller receives the Buyer's notice showing the evidence of warranty.
6. The Seller shall be responsible to replace new goods within 06 (six) weeks of shipment(via container) from the date of written Notice by The Buyer if the shipped goods does not satisfy the standards under this Certification of Warranty after having conducted to repair it and bear all related cost and expenses.
7. The Buyer must follow the minimum installation requirements mentioned in the installation guide provided by the seller. (available via our website <https://tantimber.com/wp-content/uploads/2024/03/cladding-installation-guide.pdf>)

This warranty does not cover any problems that might occur result to the wrong installation other than the seller's installation guide.

This warranty does not cover any mechanical claims if final products haven't been supplied by Tantimber.