

SINGLE-LAYER SHINGLES DÖCKE

WARRANTY CERTIFICATE

Dear Customer!

We thank you for choosing our products. We did our best to guarantee that our products fully meet your requirements and that the quality corresponds to the highest world standards. We strongly recommend that you read this document thoroughly to ensure you are well-informed about the warranty coverage of your purchase.

Manufacturer:

Döcke Home Systems LLC.

Location:

51/1 Selskaya str., Fedorovskoe village, Kirzhachsky district, Vladimir region, Russia, 601021.

Product information:

The roofing piece material “Döcke Bitumen Shingles” is intended for use on pitched roofs of buildings and constructions with a roof slope from 12 to 90 degrees. Products are manufactured as individual sheets of shingles and supplied in bundles.

Warranty conditions:

The warranty period is calculated from the moment the product was sold, the date of which is indicated in the Warranty Certificate. If the date of sale is impossible to establish, the warranty period is calculated from the date of manufacture.

In the case of materials defect detection, the Buyer shall notify the Seller in writing of the identified defects and volumes of products of inadequate quality within two weeks after their discovery. The Buyer shall also accompany the letter with photographs and videos confirming the identified defects. In the case of using materials with defects that could be detected before the start of installation work, the installation/dismantling costs are not reimbursed.

The warranty is valid under all of the following conditions:

- In the presence of the fully completed Warranty Certificate, including the seal of the Seller and the signature of the Buyer;
- In the presence of documents confirming the fact and date of sale of Döcke products (e.g., an invoice from the sales organization), as well as a packaging label indicating the material's production date and batch;
- The products were used for purposes that correspond to their intended purpose;
- The material was installed with the use of the following original components:
 - Döcke starter/ridge shingles;
 - Döcke underlayment membrane that is used on the entire roof surface;
- The products were installed in full compliance with Döcke's installation manual, which was valid at the time of construction;
- The installation of the roofing system and the supporting structure was carried out in full compliance with the building codes and regulations in force in the region of construction at the time of installation.

Terms and types of warranty:

The Manufacturer guarantees to the final Buyer:

- Compliance of products with the declared characteristics (Declaration of Performance);
- Watertightness, subject to fulfillment of the conditions indicated in this Warranty Certificate;
- Color stability – even color change caused by the influence of climatic factors.

If the material to be replaced at the time of the claim has been changed or discontinued, the Manufacturer reserves the right to replace it with a similar one. The warranty periods are shown in the table below.

The **absolute warranty** is a period during which the Manufacturer, at its sole discretion, either replaces the defective product and reimburses the costs associated with its replacement or reimburses the cost of the defective product and the costs associated with its replacement. The cost of work is calculated on the basis of the standard prices in force in the region of construction.

The **general warranty** begins to be calculated from the moment of sale (according to the conditions of this Warranty Certificate) but becomes effective after the expiration of the absolute warranty period. The liability of the Manufacturer under the general warranty is limited only to the cost of the roof covering, including depreciation. The costs associated with installation and dismantling, as well as disposal, are not reimbursed.

The compensation amount under the general warranty is calculated using the following formula:

Compensation amount = C × (1 – (Y1 – Y2) × k), where:

- C – the cost of roofing materials at the date of purchase;
- Y1 – the number of full years from the date of purchase of the materials to the filing of a claim;
- Y2 – absolute warranty period (indicated in the table);
- k – reduction factor (indicated in the table).

The **wind resistance warranty** is a period during which the Manufacturer guarantees the replacement of damaged shingles if it is proved that they have been damaged by wind. The maximum wind speed covered by the warranty is 150 km/h.

The **algae resistance warranty** is the period specified in the table during which the Manufacturer guarantees that blue-green algae (Cyanobacteria gloeocapsa magma) will not germinate on algae-resistant shingles. Should the algae germinate on shingles during the first year of operation, the Manufacturer guarantees full payment for cleaning the roof from algae. The maximum payment amount can be no more than 1.5 USD per square meter. For the remaining warranty period, the maximum payment amount for cleaning the roof per square meter is calculated using the following formula:

Compensation amount for cleaning = 1.5\$ × (10 – Y) / 10, where:

- Y – the number of full years from the date of purchase.

The warranty does not cover mold, lichen, moss and other types of vegetation.

The warranty does not apply to products:

- Damaged as a result of force majeure circumstances, including hurricane, lightning, earthquake, etc.;
- Installed in violation of Döcke's installation manual;
- Damaged as a result of the violation of storage and operation rules, which are specified in Döcke's installation manual;
- Damaged because of deformations resulting from the natural shrinkage of buildings or structures, as well as mistakes made during construction;
- Damaged by third parties after the completion of the material installation (including, but not limited to: damage caused by painting and other construction work, improper cleaning of the roof from debris and dirt, installation of additional equipment, etc.).

Material storage rules:

- The material must be stored only in the Manufacturer's original packaging on pallets. Damaging the original packaging is strictly prohibited;
- The material must be stored only in a covered and dry place at a distance of at least 1.5 m from any heating devices;
- Do not stack pallets on top of each other during storage;
- The material must be stored at temperatures not lower than -40°C and not higher than +50°C;
- Storage of the material should be carried out at a relative air humidity of not more than 80%;
- Avoid direct sunlight during storage;
- Stacking of bundles:
 - Single-layer shingles: no more than 16 rows in height;
 - Multilayer shingles: no more than 16 rows, provided that OSB or plywood boards are laid every 5 rows (no more than 5 rows without boards).

Series	Shingle type	General warranty, years	Absolute warranty, years	Reduction factor, k	Wind resistance warranty, years	Algae resistance warranty, years
PREMIUM	Single-layer shingles	50	15	1/35	5	10*
STANDARD	Single-layer shingles	30	10	1/20	5	10*
EUROPA	Single-layer shingles	20	6	1/15	3	10*
EURASIA	Single-layer shingles	10	3	1/8	2	10*

*subject to ordering product types with special AR granules. Table 1

Date of purchase: _____

Name of the product (full, incl. color): _____

Quantity: _____

Batch number (on the package): _____

Name of the Seller company: _____ stamp

Signature of the Seller: _____ / _____
signature name, surname

I confirm that I am familiar with: the terms of the warranty, rules of storage, transportation and care, installation instructions.

Buyer's signature: _____ / _____
signature name, surname