WARRANTY CERTIFICATE

ATURA / 12-MONTH LIMITED WARRANTY

01 Warranty period

ATURA provides a limited twelve (12) month warranty for defects in manufacture and workmanship of the door leaf and components manufactured by ATURA, commencing on the documented delivery date. This warranty is subject to applicable mandatory consumer rights.

02 Covered defects

During the warranty period, ATURA will assess reported manufacturing defects and, where a covered defect is confirmed, determine an appropriate remedy, including repair or replacement of the defective component, subject to applicable law.

03 Hardware and mechanisms

ATURA directly provides twelve (12) months of warranty coverage for supplied hardware and mechanisms, including hinges, locks, sliding and pocket systems, soft-close units, and seals, for defects in materials or workmanship under normal intended use. Claims and service are handled by ATURA, including where a component was manufactured by a third party.

04 Finishes and natural materials

Painted, lacquered, veneered, and solid-wood finishes are covered for manufacturing defects identified within the 12-month period. Natural variation in grain and color, normal aging, light exposure, and ordinary wear are not, by themselves, manufacturing defects.

05 Installation and service

ATURA directly provides twelve (12) months of warranty service for installation work supplied or managed by ATURA, starting on the documented handover date. ATURA remains the customer’s point of contact and coordinates any approved installation or repair team, including for international projects. Work performed outside ATURA’s approved scope is not covered unless required by applicable law.

06 Exclusions

Subject to mandatory law, the warranty does not cover misuse, impact damage, unauthorized modifications or repairs, improper cleaning, unsuitable environmental conditions, water ingress, abnormal humidity, structural movement, or ordinary wear and tear, to the extent these caused the defect.

07 Warranty service costs

For a confirmed defect covered by this warranty, ATURA bears the necessary technician visit, labor and replacement-part costs, without additional charge to the customer. If inspection determines that the reported issue is not covered, the customer may be charged for the technician visit, labor and replacement parts, subject to applicable law and only after advance disclosure of the anticipated charges and the customer’s authorization. No chargeable repair will proceed without the customer’s approval. All service requests and coordination are managed directly by ATURA, including for international projects.

08 Claim procedure

Contact ATURA with the order number, delivery date, description of the issue, and clear photographs or video. ATURA may request reasonable access for inspection before determining the remedy. Do not arrange repairs on ATURA’s behalf without written approval.

09 Statutory rights

Nothing in this warranty excludes or limits rights or remedies that cannot lawfully be excluded under the law applicable to the sale or installation. Any conflicting limitation shall apply only to the extent permitted by law.

CERTIFICATE DETAILS

Project / Order No.: _____ Product / System: _____
Delivery date: _____ Finish: _____
Customer: _____ Country / Location: _____
Issued by: ATURA BESPOKE DOORS Certificate No.: _____

SAMPLE COPY

SAMPLE ONLY • NOT ISSUED FOR A SPECIFIC PRODUCT

ATURA

BESPOKE DOORS