



PRODUCT GUARANTEE - REGION EUROPE

Polyester, PVC or Zincalu[®] Super coated Betafence fencing products installed more than 3km from saline water

DEFINITION OF THE GUARANTEE

Betafence and its subsidiaries (hereafter "Betafence") guarantee hereby its Betafence branded fencing products for a period of 10 years starting from the date of invoice. This guarantee covers production defects as well as its state of preservation.

Upon validation of the complaint by Betafence, Betafence engages either to repair the product or to replace the defective product – materials only. The guarantee excludes coverage of possible direct and indirect costs.

The guarantee conditions apply differently in function of the invoiced value (fencing materials excl VAT):

- For invoiced value less than 10.000 €: full repair or replacement of material
- For invoiced value between 10.000 € and 250.000 €: full repair or replacement of material at a degressive rate:
 - Year 1 and 2: replaced at 100%*
 - Year 3 and 4: replaced at 90%*
 - Year 5 and 6: replaced at 80%*
 - Year 7 and 8: replaced at 60%*
 - Year 9 and 10: replaced at 50%*
- For an invoiced value higher than 250.000 €, no automatic product guarantee will be applied.

In case of dispute, an independent inspection authority of repute may be engaged to establish the true nature of the claim.

EXCLUSIONS

- Betafence products which are not taken up in the standard product list available on internet (make link to list). This list is issued yearly.
- Damage caused by installation not in compliance with the instructions of Betafence; fencing installed at temperature below 0°C for PVC-coated products and privacy fencing or below -10°C for polyester-coated products
- Damages caused by temperatures above 50°C
- Damage caused during storage, handling, transformation, installing or after erecting the product. Possible detrimental impact caused by non compatible products. Damage caused by wind for privacy fencing .
- Fences installed less than 3 km from saline water, as well as the entire islands in the Atlantic Ocean. Corrosion due to abnormal levels of aggressive chemicals or an environmental corrosivity higher than Class C3 (ISO 9223).

- Red rust less than 2% of total coated surface per unit. White rust. Decoloration of coating and stains.
- Privacy fencing: Limited deformation as long as functionality is not impacted.
- Gates: The guarantee on operation and automation components is limited to 2 years or 20.000 cycles from the start-up date, whichever is the earliest (see further details on guarantee exclusion on automation & components)
- This guarantee does not cover failure or damage due to improper use or application, soil or structural movement, natural disasters, fire, abuse or misuse, vandalism, war, negligence, failure to perform proper routine maintenance.
- In case of complaint, the invoice will be requested by Betafence to verify the purchase date of the products. The guarantee is only valid once full payment of the invoice has been received.



EXTENDED GUARANTEE

Products in high corrosive environment:

The same guarantee is applied for a short list of "EXTREME" products when installed close to the sea. These specific products are mentioned separately on the list. The extended guarantee is valid when fencing products are not in direct contact with salt water or installed just above salt water.

Projects with invoice value above 250.000 EUR:

Only a project specific guarantee is valid. Any request for a "Project Guarantee" needs to be made at time of quotation. Products and product coatings will be verified and optimized in function of the specific project location by Betafence Group Quality & Technology. Customer will receive a project specific Guarantee certificate.

TWO YEARS GUARANTEE ON AUTOMATION & COMPONENTS OF GATES

Exclusions:

- Gates not properly installed in line with Betafence instructions.
- Failure to check proper functioning of the gate at least 2 times per year, if needed including adjusted or cleaning.
- Gates where regular service by a qualified person has not been done as prescribed in the maintenance instructions, a written logging of the maintenance history must be in place.
- Improper use of the gate.
- Unless approved by Betafence, any modification on the gate structure or on automation, and the use of non-compatible automation parts makes the guarantee void.