

GUARANTEE PROCEDURE

DEFINITION OF THE GUARANTEE

Betafence NV (hereafter "Betafence") hereby guarantees the quality of the Betafence products for a period of ten (10) years commencing date of invoice issued by the seller, limited to five (5) years for marine or industrial atmospheric environments*.

The guarantee only covers the professional fencing systems. It is issued specifically for a certain site and authenticated by a numbered 'certificate of guarantee'.

The guarantee is applicable under following conditions:

- The elements of the fence must be original Betafence products
- The installation of the fence must be realized by a company which is member of the Betafence Professional installer's network.
- Any alleged defect detected within the guarantee period must be expressly claimed in writing within 30 days of its detection. In case of complaint, the invoice will be requested by the seller.
- This guarantee covers all production defects of this Betafence product as well as its state of preservation, for temperatures between minus 20°C and plus 50°C provided that the product is not erected at temperatures below 0°C.

Betafence commits to replace the as defective acknowledged Betafence products free of charge, materials only, excluding coverage of possible direct and indirect costs, losses and consequential damages.

If necessary, an independent inspection authority of repute may be engaged to establish the true nature of your claim. Any expenses relating to such inspection will be for the account of Betafence, if the investigation proves the defect of the Betafence product is caused by Betafence.

GENERAL EXCLUSIONS

- The guarantee is not applicable when the procedure of 'demand of guarantee' was not respected or when the complaint was submitted after the guarantee period.
- Damage caused by complementary products, not supplied by Betafence, are not covered by this guarantee. Damage caused by installation not in compliance with the instructions of Betafence is not covered.
- The guarantee is not applicable in case of damage caused during storage, transformation, handling, installing, or after erecting the product, or when the product is used for purposes for which it is not intended.

* Environments near to the coast and/or close to industrial areas with heavy contamination by corrosive agents.