
GUARANTEE CONDITIONS

Structural properties of the door:

We provide a guarantee of five years on the structural properties (bonding, adhesion of the constituent layers) of doors manufactured by ANOHID itself, provided they have been subject to normal environmental conditions (moisture, temperature, use).

During and after the placement of the doors, the building should be moisture-free and heated to a minimum of 15 °C in order to ensure the correct conditioning and operation of the doors. Failure to satisfy these conditions leads to the cancellation of guarantee cover.

The guarantee conditions of the manufacturer concerned will be applied to the materials that are not manufactured by ANOHID (hinges, handles, HPL, veneer, floor springs, rails, etc.).

The guarantee takes effect from the date of delivery of the main order.

If the goods are delivered and installed by ANOHID, the guarantee is effective from the date of placement. The guarantee is only valid provided the purchase invoice has been paid in full.

Guarantee exclusion:

- damage caused or made by voluntary, intentional or gross error.
- damage arising from the failure of the customer to report a fault or defect within a reasonable time after discovery.
- damage resulting from improper placement or installation or repairs or modifications made by the customer or by third parties.
- damage resulting from substandard storage or transport of the goods by third parties or by the customer.
- damages resulting from poor maintenance, normal wear and tear or improper use.

Guarantee conditions:

- visible defects must be reported to Anohid by registered post, within a period of two months of delivery.
- all other reports of defects must be sent to Anohid by registered post within two months of identification.
- following the notification, Anohid will inspect the reported damage and/or defects within a reasonable period.

Guarantee cover:

Provided that the aforementioned guarantee conditions are fulfilled, the guarantee covers:

- free repair of the defect (replacement of goods or components thereof and/or labour).
- free replacement of faulty, defective or non-conforming goods to the extent that repair is not possible.
- free transportation of goods and movement of technicians or, where appropriate, placement.

During the first six months after placement, all interventions with respect to defects and/or readjustment of the doors are free. After six months, intervention costs will be charged according to the following rates:

1. Transportation expenses: (is calculated out and back from Bissegem)

- West Flanders: € 0.60/km
- East Flanders: € 0.60/km
- Antwerp: € 0.85/km
- Brussels: € 0.85/km

ANO HID bv – Innovated doors

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- Limburg: € 0.95/km
- Regions outside Belgium: on an hourly basis at a rate of € 57.75 per hour per person.

2. The intervention itself is charged on an hourly basis at a rate of € 57.75 per hour per person.
3. Prices do not include materials (hinges, door springs, locks, handles, parts of rails, etc.)

The amount due is invoiced and is payable in cash within 10 days after date of invoice without discount.

You acknowledge to have taken note of our guarantee conditions and to have understood and accepted them.

We assure you that we will carry out the work entrusted to us with the utmost care.

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