



The Terms of guarantee of the Products.

The flagpoles are produced from the high-quality raw materials being produced in Western Europe according and with the Swedish technology and they totally correspond to the international EUROCODE E, Windload Static Action 1991 for flagpoles.

Guarantee:

The duration of the guarantee is 25 (twenty five) years for the GRP (glass reinforced plastic) part of flagpoles and 5 (five) years for the rest of the equipment and accessories. The guarantee engages the malfunctions caused by the producing or the materials of the flagpoles, which cause the breakdown or uselessness of the flagpole.

Guarantee is not in effect on:

1. transportation, storing, wrong assembly and injuries caused by using in other than objected purpose;
2. injuries caused by *force majeure* (earthquake, hurricane, etc.) or any other external factors (injury caused by the transportation mean, vandalism, etc.);
3. using other than stated by the producer way of fastening or injuries caused by mistakes in assembly;
4. injuries caused by mistakes in exploitation;
5. injuries caused by maintenance or repairing done by person who is unofferised by the producer or by the seller;
6. the case there are other, than stated by the producer, details and additives used by and with the flagpole;
7. the case the flagpole is assembled on the roof of the structure or any higher position, where there is no thunderbolt protection system;
8. the case the flag has not been shed for the storm period;
9. the case the flag with wrong dimensions has been used on the flagpole:

<u>Height of the flagpole, in meters</u>	<u>Approximate dimensions for corresponding flag, in cm</u>
6	100 x 200
7-8	125 x 250
9	150 x 300
10	160 x 320
11	180 x 360
12	200 x 400

The guarantee shall not pay:

1. any injuries caused to any persons or other things or objects by the injured flagpole;
2. the charges for the maintenance works, that do not belong into the guarantee maintenance;
3. for possible transportation costs in case of transporting the injured flagpole to the seller;
4. normal wear (string, pennant, etc.).

NB! If the area of the flag in the flagpole exceeds the foreseen area of the flag for the corresponding flagpole more than 25 % or if the flagpole is installed into the place with extreme weather conditions, the reinforced flagpole must be used!



Allan Lindman
NordMast OÜ
Managing director