

GLOBAL provides a twelve-month warranty for its Products from the date of delivery

Global warrants that the Products shall be free from defects in materials or workmanship. Conventional warranty is valid on the condition that the installation and the system to which the Product is connected are performed by (1) qualified/eligible personnel, (2) to top workmanship standards, (3) in compliance with the regulations and requirements of the sector in force, (4) in full compliance with the Instructions for Installation provided and included in the Product's packaging. Failure to comply with all standards (1) (2) (3) (4) during installation of the Products will void the warranty.

Global provides a 12 (twelve)-month warranty for the Products from the date of delivery. Any defects found must be reported in writing within 8 (eight) days from their detection, in any case within the warranty duration period, indicating the faulty part or component.

Global's obligation under this warranty shall be limited to the replacement of the Products and/or individual components that are found to be faulty, due to defects originating from defects in materials or workmanship, and which are not fit for the use for which they are ordinary intended.

Warranty provides and grants the sole right to free replacement of the Products, including the related freight costs. Products shall be delivered free of charge to the retailer who sold them to the end user or to its installers.

The claims must include photographic documentation indicating the defect, along with any information useful to explain the circumstances under which the defect was detected. Global shall take all necessary action in order to verify the existence and the nature of the claimed defects and the operational terms and conditions of this warranty. To this purpose, Global shall be guaranteed the opportunity to conduct, also appointing a representative, inspections on the Product and the environment so as to investigate the possible causes of the defect, also requesting the delivery of the product itself to the Global headquarters in Rogno (BG) if necessary.

If Global establishes the existence of the defect, the end user shall be entitled to receive a new Product under warranty in replacement of the faulty product.

The new Product shall be delivered to the end user or installer, whereby any additional freight costs to the final destination and the costs for the installation of the new product shall be borne by end user. If the product to be replaced has been "discontinued", Global shall deliver a substitute or similar product having the same functionalities as the one being replaced. Global shall also be entitled to request the return of the the

replaced Product which will become its own property. This conventional warranty does not confer any right or claim against Global, of any type and any level of the distribution chain, to installers, retailers or importers. The replacement under warranty of the faulty Product shall not extend the original expiry date of the warranty, which remains unchanged, nor does it grant the right to a new warranty: the warranty for the replacement product shall remain valid for the residual term of the faulty product. This warranty only covers the replacement of the faulty product as identified above, with explicit exclusion of any further and different obligation due to Global (such as, for instance, dismantling and installation costs, damage to the system to which the Product is connected).

According to this conventional warranty, under no circumstances shall Global be required to incur or refund, on either a contractual or extra-contractual liability basis, any costs or expenses, indemnity or compensation for damages of any nature whatsoever, direct, indirect, incidental or consequential damages, such as, for instance, economic loss, loss of revenue or profits, business activities or goodwill of the subject covered by the warranty or to other third parties.

Global waives all and any liability for any damage caused, directly or indirectly, to persons, animals or things, due to the non-observance of any of the standards, regulations or provisions in force in the territory of installation, and all the instructions provided in the instruction manual of the Product and, in particular, all the warnings and recommendations concerning installation, use and maintenance and/or consequent use of the Product which does not comply with the diligence required by the nature of the same.

This warranty is exclusively governed by the Italian Law. Any dispute arising from or relating to this conventional warranty, as well as to the existence of the conditions to which the validity and effectiveness of the warranty and its effects shall comply, shall be governed by the Italian Law with exclusive jurisdiction granted to the Court of Bergamo.

This conventional warranty refers solely to the defects and remedies identified above and, under no circumstances, can the end user submit any claims which do not fall within the scope indicated herein.

This conventional warranty is not a substitute for the statutory warranty foreseen by the laws in force, but complements the same and, in any case, does not affect the statutory rights due to the consumer under the Consumer Code or those granted by applicable national and EC standards governing the sale of consumer goods.