

Комерційна таємниця

QUALITY GUARANTEE

To whom it may concern,

It is our great honor that you esteemed has purchased our [REDACTED] aluminum composite panels (ACP). And we are confident that you will be satisfied with our craftsmanship, our product performance, our face elegance and overall quality of our products because we are certified ISO9001 and ISO 14001 and are executing a good control of the full process of making the panels including materials sourcing, product making and quality inspection. Our commitment is as follows:

1. Product Quality

We hereby guarantee that our panels will not fade, peel off paint, and delaminate within 5 years for polyester and 15 years for PVDF paint. The standard panels in compliance with China standard should be inspected and tested against PRC state standard GB/22412-2008&GB/T17748-2008 while those non-standard panels should be inspected against Shanghai Enterprise Standard.

2. Application of this quality guarantee:

- 1) The case that processing and installation are undertaken according to our related instructions.
- 2) The case that the panels are stored in the appropriate places in the appropriate method and will not be damaged in the course of transportation, loading or unloading, storing and distributing;
- 3) The case that the panels are installed and used in the applicable environment;
- 4) The case that the panels are cleaned and maintained properly and timely when necessary at least once every year.

3. Inapplicable cases of this guarantee:

- 1) The case that the panels are exposed in the abnormal environment of smoking, sandstorm, waterlogging or other calamity, radioactivity or harmful air and other chemicals;
- 2) The cases that the panels are damaged in the bad environment of serious contamination, high salt and alkali, chemical fog and from being struck, misused and abused;
- 3) The cases that the panels are improperly cleaned, maintained, transported, installed or other events we can not control;
- 4) The case of improper design;
- 5) Any other damages which not incurred from shortage of raw materials.

4. Prescription of Inspection for acceptance

Our customer shall inspect our panels for acceptance without delay upon receiving our panels and notify us of any problems if any within 15 days upon acceptance. We will respond to our customer's complaints about the quality promptly if any within 8-24 hours and provide you our disposal proposal through our quick-responsive after-sales service system!

(This Quality Guarantee we issue is only for our panel itself and is not for any other explicit or implicit guarantee.)

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