



Operational Guarantee on specified Lever Handles

1. Which products?

The Operational Guarantee applies to standard lever handles from Randi A/S branded under the trademarks Randi-Line, Classic-Line and Line 18 (hereinafter referred to as the Guaranteed Standard Lever Handles) sold to the First End-User after 1 January 2008.

The First End-User is defined as the original end-user making the purchase of the Guaranteed Standard Lever Handles in question from the last distributor in the down-stream supply chain. Customized products are not covered by this Operational Guarantee.

2. Guarantee Period

The guarantee period is as follows:

- Randi-Line and Classic-Line: 10 years
- Line 18: 5 years

The guarantee period shall begin on the day of the purchase by the First End-User of the product in question.

3. Content of the Operational Guarantee

The guarantee relates to the durability of properly used lever handles within the guarantee period and applies to the function of the Guaranteed Standard Lever Handles and covers material defects, which can be proved by the guarantee claimant to have been caused by a fault in manufacturing or material. The Operational Guarantee includes the transfer of the rotary motion to the door lock.

The guarantee does not cover all interchangeable parts, such as screws, spindles etc. Furthermore, no liability will be assumed for any damage caused through:

- Unsuitable and improper use
- Incorrect or negligent treatment
- Disregard of installations instructions
- Disregard for fitting or care, alterations and repair by the end user or a third party
- Chemical or physical agent, where the surface has been improperly treated
- Other hardware parts on the door (e.g. locks, hinges etc.), which do not work perfectly

To the extent that the guarantee claimant has a legal right to raise a claim against a distributor of the Guaranteed Standard Lever Handles, the guarantee shall only be subsidiary and shall not cover the legal liability of such distributor.

The Operational Guarantee relates solely to either replacing the Guaranteed Standard Lever Handle free of charge or repairing the Guaranteed Standard Lever Handle free of charge, to be decided at the sole discretion of Randi A/S. In the event that the Guaranteed Standard Lever Handle concerned is no

longer part of the current product portfolio of Randi A/S, the guarantor reserves the right to replace the original Guaranteed Standard Lever Handle by a lever handle included in the current product portfolio. Costs and expenses, postage and packaging and similar, as incurred shall not be reimbursed.

4. Guarantor

Randi A/S (company registration no. CVR 83179813) is the guarantor.

5. Who can raise a claim under the Operational Guarantee

The First End-User or a successor of right to the First End-User is eligible for raising a claim under the Operational Guarantee.

6. How to advance a claim under the Operational Guarantee

Any claim under the guarantee shall, within the guarantee period, be advanced directly to the distributing company from where the Guaranteed Standard Lever Handle has been bought by the First End-User. Only if such distributing company is not in a position to honour the claim, the guarantee claimant can contact Randi A/S on its home address, presently at Mirabellevej 3, DK-8930 Randers NØ, Denmark.

The guarantee claimant shall, at his own expense, hand over the Guaranteed Standard Lever Handle on which the claim is based (unless agreed otherwise) as well as (a copy of) the invoice issued to the First End-User or similar valid documentation.

The Guaranteed Standard Lever Handle handed in by the end-user/guarantee claimant is returned CIP (INCOTERMS 2000) to the guarantee claimant, provided the guarantee claim is valid.

7. Governing law and venue

This guarantee shall be governed by Danish law, exclusive of Danish law on conflict of laws. Thus, the Operational Guarantee is limited to the laws of Denmark and is not extended to the laws of any other jurisdiction. Any disputes under the Operational Guarantee shall be finally settled by the courts in Denmark at the venue of Randi A/S.

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