



WARRANTY TERMS AND CONDITIONS

01.01.2021

Your warranty provider is: Lahe Production OÜ, Padise, Estonia

Lähe greenhouses wooden details come with a warranty of ten (10) years, coating (paint or oil) come with a warranty of two (2) years, all accessories come with a warranty of two (2) years and glass details come only with a warranty against transportation damage.

The warranty period starts on the same day when your greenhouse has been delivered to you. The warranty is only effective when greenhouse's installation guidelines have been followed during installation, when the product has been used as intended and when greenhouse has been maintained according to the maintenance guidelines.

When is warranty active

In order to be covered by the warranty, you have to maintain your greenhouse at reasonable intervals, check the connections and tighten them when necessary. The warranty does not extend to the natural wear of the greenhouse.

All Lähe greenhouses are made of natural, high-quality Scandinavian heat-treated pine. Wood is a natural material, so it is not possible to avoid twigs, cracks caused by drying, differences in shade and other characteristics of wood. Since the wooden parts of our greenhouses are made of natural wood and not chemically treated, it is natural that they will turn gray over time. These natural properties are not considered as manufacturing faults or defects.

The warranty becomes invalid also in the following cases:

- when greenhouse details are stored incorrectly before installation (details must be stored on clean and level ground)
- when greenhouse foundation is defective or not done following foundation drawings provided by Lähe
- when greenhouse installation has been done without following installation manual
- when the faults or defects have appeared due to wrongful maintenance, product's misuse, or during relocation of the assembled product
- when details have been added to the greenhouse which have not been approved by Lähe
- when greenhouse has been subjected to mechanical damage
- when greenhouse has been subjected to extreme weather conditions (snowload greater than 235 kg/m² and windload greater than 41 kg/m²).



What to do when something goes wrong

Claims for transportation damage must be pointed out on signing the delivery note with reservation for the received goods and informing Lähe in writing within two (2) days.

Claims for missing parts, visible manufacturing faults or other defects must be communicated in writing within two (2) days after un-packaging and before installation of the greenhouse.

To benefit from the warranty during the applicable warranty period, you need to notify Lähe about the defects that have appeared within two (2) weeks after their emergence. To do that, send a written claim to Lähe, pointing out the following:

- the name of the defected product or detail
- a detailed description of the fault/defect
- a photo and/or a video of the fault/defect

You also need to add your sales receipt, delivery note or any other document that proves that you purchased the product.

How will it get fixed

During the active warranty period, Lähe will replace all defective details as fast as possible, but not later than within 60 days after the written claim has been accepted by Lähe.

Lähe will not cover any labour costs related to the replacement of components/parts.

The delivery of replacement parts (that are covered by the warranty) is subject to similar conditions that were in effect during the original delivery of the product.

Applicable law

For all unforeseen issues and in case of dispute, the applicable law to each supply is Estonian law.