

TERMS OF WARRANTY AND CLAIMS FOR FILM

1. "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. gives a warranty of quality from the date of production for:

- The dimensions (thickness, width) - for all the films for 12 months
- The mechanical properties, shrinkage, adhesion of printing, OTR, WVTR - for the film from the original raw material and laminates, for a period of 12 months
- The mechanical properties - for films for laminations and laminates with effect open-close for a period of six months
- Corona Treatment Level - for film from the original raw material, for a period of 6 months
- The antifog properties:
 - For lamination film for 3 months with effect no. 5
 - For laminates with BOPP and PET for 3 months with effect no. 4
 - No warranty for laminates with OPA according to the scale developed by „BOGUCKI FOLIE Spółka z ograniczoną odpowiedzialnością” Sp. k. available in annex.

2. "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. guarantees the quality of the sold film in accordance with the characteristics set out in quality certificates associated with such products.

3. The buyer shall lose all rights under the warranty in the event of not storing film in accordance with the requirements set out in the point 12 of this document.

4. The condition for the Buyer's filing a complaint is the production of delivery documents (delivery note or certificate of quality), and keeping the manufacturer's label, which the manufacturer places on top and within the core of each of the rollers, which are the basis for maintaining traceability of the material.

In the absence of the above documents, or in case of expiry of the warranty period, claims will not be considered.

5. Defective product samples are used for investigation of the complaint; they are sent to the Quality Control Department of the "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. In exceptional cases, the analysis is allowed based on photos of product defects sent.

6. A product damaged intentionally or unintentionally by the Customer, for example in form of various types of scratches, staining, moisture and damaged, deformed rod of the roll that originated due to the fault of the Customer, may not be subjected to claims. The gels (inclusions) of up to 1 mm in size and quantity of up to four units per m² of film that may appear result from the specific nature of the raw material and for this reason they may not be subjected to claims. ROLLS THAT HAVE DEFORMED MANDRELS BY FAULT OF THE CUSTOMER CANNOT BE SUBJECTED TO CLAIMS.

7. Packaging subjected to claims may not be returned to the "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. without the prior consent of the supplier. NOTE: Returned goods must be adequately secured and marked. Labels of the manufacturer must remain on all rolls. "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. may request photos of goods prepared for return of the shipment. 8. Claims must be reported within the warranty period in writing, stating the batch number, quantity, description of the detected defect. Defects characteristic for flexoprinting, appearing on a little amount of units (less than 1% or less than 10kg) doesn't qualify to block the whole batch, they will be considered as quality remark on quantity of defective goods.

9. In the event of finding any quality defects, "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. shall bear the responsibility for the actual value of the defective material, i.e. the value of the quantity of claim reimbursement returned to the company. Financial claims arising from the cost of proceedings regarding the film incurred by the Buyer (e.g. print, lamination, welding, packaging the final product), or from not gaining possible profits, shall not be considered.

10. "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. shall consider the complaint no later than 14 calendar days from the date of receipt of the faulty batch of the material. In particularly complex cases, the period for response to the claim may be extended. The Customer shall be informed in writing about an extension of the period for dealing with the claim.

11. If the claim is not recognized, the Buyer may, at its own expense, order arbitration tests to an independent accredited laboratory agreed upon by both parties. Samples for arbitration must be collected in the presence of a representative of the "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. Otherwise, the results of arbitration tests shall not be credible for "BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. It is also possible for the

"BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. Company's representatives to visit the Buyer in order to check the claimed products.

12. Storage conditions:

PRODUCT SUPPLIER	"BOGUCKI FOLIE spółka z ograniczoną odpowiedzialnością" Sp. k. Jatne 35 05 – 430 Celestynów
APPEARANCE OF THE MATERIAL	Films / laminates should have a smooth surface. There should be no mechanical defects and pollutions (so-called foreign bodies). Surface of the material should be free of scratches, holes, etc. (except for perforated film).
METHOD OF WINDING	The method of winding films / laminates should ensure a perfectly perpendicular plane of the coil face in relation to the sleeve axis. The material should be wound evenly over the entire length of the roll.
STORAGE	Pay special attention to keeping a storage distance of above 10 m from devices generating electromagnetic field, 1 m from heating devices. Films and laminates should be stored in closed and roofed rooms. Rolls of the material should not be stored directly on the floor. Exercise caution when handling the rolls and prevent them from falling over, falling from a height, accumulating moisture in the mandrel, as this will lead to its deformation and thus impede the installation of the roll in a packaging machine.

SEASONING

Films and laminates (excluding products with antifog) should be seasoning under proper conditions, i.e.:

temperature 0 – 40 0C

relative humidity 0 – 70 %

A minimum 24 hours maturation period in the production room should be maintained before the film is installed in the machine (for transparent film) in order for the material to undergo the necessary adaptation to the environment.

In case of printed film and laminates, the recommended maturation period is at least 2 days.

It is recommended to season the films and laminates on grounded conductive mats and to stretch the pallet at least 12 h before installing the film in the packaging machine. In case of high-performance production equipment, it is necessary to use equipment neutralizing electrostatic charges.

NOTE: SHOULD THE AFOREMENTIONED RULES BE NOT COMPLIED WITH, THE MANUFACTURER SHALL NOT BE LIABLE FOR THE RESULTING TECHNICAL PROBLEMS OR FAULTS OF THE PRODUCT.