

1. After-sales service | Complaint registration and handling

1.1. General

- These after-sales service terms and conditions are a supplement to our [general sales terms](#) and [warranty terms](#), which remain applicable at all times.
- Winsol reserves the right to modify these terms and conditions.
- The customer is aware and agrees that any new parts that Winsol has to provide, with or without warranty, may show color differences.
- In case of repeated same error on the same order, Winsol takes the cost of the intervention upon itself.

1.2. Types of complaints

Transport damage & missing items

- Transport damage and/or missing items must be registered immediately and at the latest within 48 hours after receipt of the goods, including:
 - photos of the damaged packaging,
 - the damaged material and
 - the signed CMR indicating the damage or shortage.

Without this information, Winsol cannot provide proof of the damage or missing items to the carrier, and the complaint cannot be taken into consideration.

To clarify: the notification on the CMR must be made immediately upon receipt of the goods on the carrier's copy. Notification cannot be made later. Only after the notification on the CMR, the customer has 48 hours to register on the WINSOL platform [Extranet | After Sales](#).

- In case of delivery by Winsol transport, the signed delivery note with the necessary notification must be uploaded instead of the CMR document.
- The customer must be present for receipt of the goods, failing which there can be no registration of transport damage and missing items. In exceptional cases, in case of absence during the delivery, the complaint including the photos can be registered via the Winsol platform [Extranet|After Sales](#) within 48 hours after receipt of the goods. Winsol NV reserves the right to reject the complaint in that case.

Delivery not in conformity with the order - Visible defects other than transport damage or missing items

If it appears that the delivery is not in conformity with the order and, for example, contains shortages or incorrect parts, Winsol will supply the correct parts. Registration via [Extranet – After Sales](#), in accordance with article 1.3, at the latest before installation of the product.

Warranty

Quality is of utmost importance to Winsol. If material needs to be replaced within the warranty period, this must also be requested via [Extranet|After Sales](#), in accordance with article 1.3.

1.3. How do I register my complaint?

- Registration takes place via the Winsol platform [Extranet|After Sales](#). All communication regarding the complaint must also take place through this channel.
- Photos and/or videos are mandatory (in the case of transport damage, the CMR and/or delivery note with mention of the damage or shortage is also mandatory), as well as a detailed description of the complaint and the expected solution. The more detailed, the better. If we do not receive a photo of the damage, we cannot process the complaint.
- Tip! Use the article numbers to name a product, do not provide a description. To find these numbers, you can use the available exploded views (mentioning the article number) of our Outdoor products on our [webshop](#). For our home products, you can find the correct numbers via the following link: [Documents Home](#).
- Registration before installation: the photo of the visible product damage must be taken before installation. The damaged part will be sent under warranty. The customer can choose to install the product with or without the damaged part, but this is not recommended. If a product with visible damage is still installed, Winsol cannot be held responsible under any circumstances for any costs such as removal, repair, etc.
- Registration after installation: Complaints with photos of visible product damage after installation cannot be accepted unless it is only visible when using the product or is a warranty case in accordance with our warranty conditions, which are available on our website www.winsol.eu. In this case, we also need a photo of the complete installed product.
- Glass: In case of damage to glass, the photo of the label of the glass supplier must be uploaded together with the complaint. This gives us the correct information so that we can reorder the glass.
- For certain products, the generally known tolerances apply (e.g., as described by the WTCB). These tolerances are freely consultable by everyone at the authorities that have described the tolerances. Winsol always has the right to invoke the tolerances and therefore not accept a complaint.
- Winsol reserves the right to close a complaint after repeated attempts to obtain information.

- WINSOL NV reserves the right to refuse the complaint at all times
 - o when there is a suspicion that the reported visible product damage was caused by the customer's fault after delivery by WINSOL
 - o when WINSOL believes that it is not a warranty case or falls within the aforementioned tolerances.

2. After-sales service | Return

2.1. What is a return?

A return is material that needs to be sent back to the factory for analysis and/or repair. A return is only possible after approval by a Winsol employee.

2.2. 2 types of returns

- Electric material (motors, modules, transmitters) that falls under warranty must be returned to the factory within 40 working days (8 working weeks) after the new material's departure. In case of non-compliance, the new material will be automatically invoiced. No (on time) return can be considered for a credit note and must be paid for.
- Non-electric material: The Winsol product does not work properly and needs to be returned to the factory for inspection and repair.

2.3. Where can I request a return?

When creating a complaint, you can indicate if there is a return associated with the complaint. After approval by a Winsol employee, a return form will be sent by email. This return form must be attached to each package. Please note that the barcode must be visible. Returns must be packed sufficiently and correctly. If this is not the case, scratches and damages fall outside our warranty.

Request for collection should be made via email with the return number, number of packages, and length.

- Outdoor products (awnings, screens, pergolas) - expedition.outdoor@winsol.eu
- Home products (Joinery, shutters, and gates) - expedition.home@winsol.eu

Returns without a return form will not be collected by the carrier.

Returns that are delivered directly to Winsol by the customer must also have a return form. In the absence of the return form, the return will be refused.

3. After-sales service | Intervention

- Request for intervention must be done through the Winsol platform [Extranet | After Sales](#). After this request, a Technical Team member will contact you.
- When requesting an intervention, photos and/or videos are mandatory, as well as a detailed description of the complaint and expected solution. The more detailed, the better.
- For Winsol Pergola products, the completed and signed [Installation Checklist](#) and the Intervention [Check document](#) must be uploaded when requesting an intervention.
- If it appears that the cause is an installation error, the intervention and associated costs (travel and accommodation) will be charged.
- In the event of a warranty intervention in accordance with our warranty terms, any intervention will always be payable if the request is made > 1 year after the product is delivered by WINSOL.
- If the intervention address is outside the assigned area or more than 75 km away from the customer's showroom, the intervention will be charged.
- Your own technician must be present during the intervention. In case of absence, the intervention will be 100% invoiced.
- In case of cancellation: You must cancel by email 72 hours in advance, otherwise a fixed cost of € 100 + 100% of the already incurred costs of transportation/accommodation/allowance will be charged. In case cancellation is no longer possible (e.g. in case of train or plane tickets, etc.), the incurred cost will still be fully invoiced.
- As a professional customer, you remain responsible for the installation, even after the intervention of a Winsol Product Specialist.
- Updates for products that work on Casambi are disabled by default. Neither the professional nor the private customer may activate these updates. If it turns out that the updates have not been disabled and these are the cause of the complaint, the intervention will be charged.
- It is necessary that Winsol products are easily and safely accessible. If a ladder or scaffolding is needed, they must be present at the site when our Winsol Product Specialist arrives. Winsol has the right to refuse the intervention if this condition is not met or if safety is at risk. Depending on the planning, the Winsol Product Specialist may decide to wait on site until the products are easily and safely accessible, or to postpone the visit to another date. The travel and waiting time will be charged 100%.
- Interventions carried out by the customer or their subcontractors are not reimbursed by Winsol in accordance with our warranty terms, unless agreed upon in writing.
- The warranty period is not extended by warranty work and replacement deliveries under the warranty.

Intervention rates

- Winsol Product Specialist hourly rate: € 65/hour (per started hour)
- Travel costs: € 0.45/km
- Hotel & flight/train: price on request
- If the customer requests an intervention within 72 hours, in addition to the travel and intervention costs, a fixed allowance of € 500 will be charged. Winsol reserves the right, depending on capacity, not to respond to rapid interventions.

4. Training

For our Home & Outdoor products, you can consult an overview of our training courses on [Extranet | Academy](#). These training courses are free and take place at various locations in Belgium and abroad.

For our Pergola products, we organize training at the B2B customer's premises, specifically during the installation of the showroom model*. We also provide free assistance with the 2nd installation. For these training courses, we provide a maximum of 2 days each.

If additional training days are needed or a new technician needs to be trained, a fee of €750 per day will be charged.

Every year, Winsol provides a (refresher) course for our Pergola products. This training is mandatory. Please note that interventions resulting from an installation error will always be charged, even after a successful exam. The courses are intended to keep the number of installation errors as small as possible, benefiting everyone.

* The showroom model must be a configuration that can be entered as standard in WinCal.

Additional training or training of a new team at the request of the Winsol Partner

Fixed fee of €750/day

Flight & hotel at the expense of the customer

5. Interventions after termination of the contract with a partner

After the termination of the cooperation, the interventions of the Winsol Product Specialist at the private customer's premises will be at the former B2B partner's expense. Our product warranties still apply.