

## ALUMINIUM OUTDOOR PRODUCTS LIMITED WARRANTY

### 1. PRIMEALUX WARRANTY

To assure the highest quality of its Aluminum outdoor products, including coated aluminum with PU foam core and powder-coated extrusion profiles, Primealux grants this Limited Warranty to the buyer under the following terms and conditions. This warranty applies if any of the specified conditions occur within the timeframes outlined in the table below, starting from the Effective Date.

**The Warranty Periods:**

Aluminum structural integrity	20 years
Coated aluminum fence	15 years
Powder coated Aluminum Extrusion profile	10 years

### 2. DURATION, SCOPE, AND BENEFITS OF THE WARRANTY

- This Warranty is valid from the date of receipt of Primealux products, as confirmed by the buyer on the delivery note (“**Effective Date**”).
- The product must exhibit **cracking, flaking, or peeling** (loss of adhesion) that is clearly visible during a standard outdoor visual inspection of the object from a distance of **10 feet (3 meters) at a 45-degree angle**. These defects must occur under normal use in a moderate environment, and the detected damage must affect more than 20% of the total project area to be considered a warranty case.
- This warranty applies only when the PrimeAlux product is **properly installed** according to the standard application instructions in residential, commercial, or industrial building parts. The product must be cleaned twice per year following PrimeAlux cleaning instructions. Cleaning logs must be maintained and may be requested in the event of a claim. Any scratches or defects resulting from improper cleaning will void the warranty for the defective part.
- Documentation proving **no long-term exposure to temperatures exceeding 80°C (176F)** must be provided if requested.
- PrimeAlux profiles' weathering performance complies with AAMA 2603. Color change shall be evaluated on a cleaned, exposed coated surface, free of surface soils and chalk. Color changes may not be uniform on surfaces that are not equally exposed to the sun and elements. PrimeAlux does not warrant uniform color changes. Paint chalking follows ASTM D-4214, test method A, rating No.8. Fading and stains are not covered under this warranty.
- PrimeAlux reserves the right to repair or replace defective materials at its sole discretion. If a replacement product is supplied, it will be the Company’s standard product type at the time of replacement and may not be identical to the original unit or product provided or installed. PrimeAlux covers only the replacement of defective items and **does not cover labor costs in removal, installation, or freight**.
- If a warranty condition occurs during the validity period of this Warranty, the Buyer will be eligible for the following benefits, provided all other Warranty requirements are met:
  - i. if a defect occurs during the warranty period, compensation will be issued as follows:

Claim year for Aluminum panel slats	Compensation
0-5	100%
6-10	75%
11-15	50%

Claim year Powder coated profile	Compensation
0-3	100%
4-7	75%
8-10	50%

▪ **Structural integrity warranty coverage**

Years covered	Compensation
1-5	100%
6-10	75%
11-15	50%
16-20	25%

Compensation applies to **replacement material only**, PrimeAlux is not liable for any labor costs, loss of profit, business, revenue, goodwill, or anticipated savings or earnings resulting from the product not meeting the warranty terms.

This WARRANTY will remain valid for any PrimeAlux product replacements made under a warranty claim; however, coverage will apply only to the remaining duration of the original warranty period.

### 3. CONDITIONS FOR SUBMITTING THE CLAIM

To receive Warranty Benefits for a Warranty Condition, the buyer must meet the following requirements:

- a. Submit a written notice of the Warranty Condition within thirty (30) days of its discovery to the Sales Department – PrimeAlux Ltd.
- b. Providing access to the affected materials on-site if requested by PrimeAlux.
- c. Cooperate with PrimeAlux in determining the exact cause of the Warranty Condition.
- d. Supply necessary documentation, including photos and videos, as requested by PrimeAlux to verify the claim.

### 4. EXCLUSIONS FROM THIS WARRANTY

PrimeAlux shall not be liable for the occurrence of any Warranty condition resulting from circumstances beyond PrimeAlux reasonable control, including any of the following:

- i. Force majeure events, such as natural disasters (acts of God), falling objects, explosion, fire, vandalism, impact from objects, extreme weather conditions, or other unforeseen external forces.
- ii. Exposure to industrial or chemical pollutants, harmful fumes, foreign substances in the atmosphere, or salt spray (see disclaimer notes) or alkaline/acid environments, *unless the customer consults PrimeAlux to determine the appropriate coating system and metal alloy.*
- iii. Improper storage, handling, or installation including moisture entrapment or direct animal contact.
- iv. Failures or damage resulting from corrosion of cut/bare exposed edges.
- v. Mishandling of the products, including abuse, alterations, modifications, improper use, or storing the product

with materials such as snow guards or solar panels attached/adhered to the PrimeAlux supplied product.

- vi. Damage caused by power washers, hard water or chemical sprinkler systems when sprinklers are directed toward the system, or resulting from exposures to chemicals, atmosphere and elements beyond normal weathering, as well as the use of unauthorized cleaning methods. All cleaning must strictly follow **PrimeAlux Cleaning Instructions** to maintain warranty coverage.

## 5. DISCLAIMER

- Except for this Warranty, PrimeAlux makes no other warranties, express or implied, and disclaims all implied warranties, including those of merchantability, fitness for a particular purpose, or freedom from patent infringement. PrimeAlux is not liable for any special, incidental, or consequential damages. PrimeAlux assumes no additional liability for the system, whether under warranty, negligence, or any other legal theory.
- This warranty applies only to building parts installed within the agreed-upon country or continent. This Warranty is non-transferable. It will automatically expire upon any change or transfer of ownership of the property on where the system was originally installed.
- Warranty remains valid for the system subjected to sea spray or installed on property at a distance of more than 3000 feet / 1000 meters from a salt-water environment. If the customer intends to install the system at a distance of less than 3000 feet/ 1000 meters, following conditions are applied

Distance from salt-water environment	Warranty period
500-999 meters/ 1600-3000 feet	3 years
Less than 500 meters/ 1600 feet	No warranty, A special metal alloy and coating system must be used.

- PrimeAlux is not liable for any actions or costs incurred by the buyer without prior consultation and written approval from PrimeAlux. Any unauthorized action may void this warranty.
- This document constitutes PrimeAlux's complete and exclusive warranty regarding its systems. It outlines all obligations related to its systems purchased by the buyer on or after the effective date specified. This warranty applies only to the original buyer and cannot be assigned to any other party. PrimeAlux reserves the right to modify or discontinue this warranty with 20 days' advance written notice to the buyer. This warranty is governed by Jordanian law.

For and on behalf of

PrimeAlux Ltd.