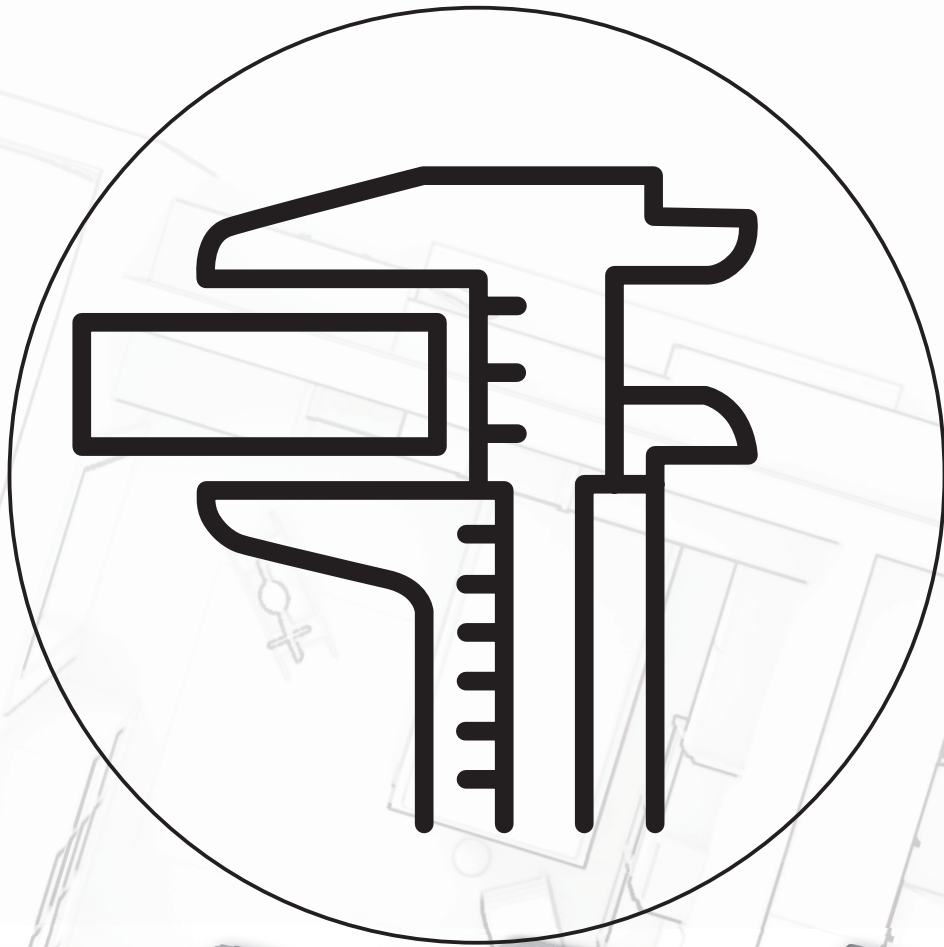


TECHNICAL CONDITIONS & ORGANIZATIONAL HANDBOOKS



1.1 COMPANY

Trachea, a.s., is the largest manufacturer of furniture doors in the Czech Republic. It was founded in 1995 and its production facility is located in Holešov. In addition to doors, the company produces furniture bodies and deals with decorative print of flat furniture units. All production is made to order, with sales taking place through a sales network of authorized dealers.

1.2 PRODUCTION PROGRAM

Trachea's main production program consists of furniture doors, decorative print, interior glass, luxury flat materials of the X&X series and bodies. The range of our products includes:

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Materials, Design, Certification

T.classic products are made of the following materials:

- Milled MDF panel of various thicknesses (typically 18, 22, and 30 mm, others by agreement);
- Waterproof PVC, PE foil;
- Water-soluble adhesive cured by heat and pressure (temperature resistance of 70–80 °C)

Manufacturers' certificates of suitability and safety are available for individual materials. The finished products of our company have a similar certification.

Tolerance for Dimensions and Bends

The tolerance for dimensions of a product against the values specified in the documentation may be ± 0.5 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ± 4 mm / 1 m.

Limit Dimensions

- The minimum width and height for only edge processing is 90 mm and 48 mm, respectively;
- The milled components may be a maximum of 1,250 mm wide and 2,800 mm long;
- The finished products pressed with a foil are a maximum of 1,250 mm wide and 2,500 mm long;
- For foils with a grain direction parallel to the winding, the dimension perpendicular to the grain direction cannot exceed 1,250 mm (most of the foils);
- For foils with a grain direction or the predominant direction of foil printing perpendicular to the winding (e.g. 7-3 steel bronze, 7-4 brown bronze), the dimension parallel to the grain direction or the graining cannot exceed 1,250 mm.

Instructions and Information

- The products are delivered as semi-finished products, i.e. they are without holes for handles and hinges.
- The milled frames for glass or grills are without glass or other panelling, fasteners for their mounting are not typically supplied. If the glazing is made by a customer, the following instructions must be followed:
 - The sealing strip must be used as non-split around the entire perimeter of the glass or panelling with silicone locking;
 - To determine the glass or panelling dimension, the size of the hole must always be measured in order to derive the glass or panelling dimension based on it;
 - The glass or panelling dimension must be 2 mm \pm 0.5 mm smaller than the dimension of the hole;
 - The CSN EN 14749 standard stipulates that vertical glass components with an area ≥ 0.1 m², where the smallest dimension is ≥ 200 mm, and which are located less than 900 mm above the floor, must comply with testing according to CSN EN 14749 or be made of safety glass and crack in accordance with the CSN EN 14072;
 - When used for children's furniture or where children usually move freely, the use of safety glass is always necessary;
 - As makers of furniture front surfaces, we are not responsible for the use of a product equipped with glass in conflict with the wording of CSN EN 14749 – Domestic and kitchen storage units and kitchen worktops – unless such use is explicitly specified in an order;
 - The stated provisions in relation to CSN EN 14749 and CSN EN 14072 apply for the entire production program of Trachea, a.s.;
 - Due to the maximum limit of the adhesive temperature resistance, the appliances, kitchen ovens, grills, etc. are recommended to be provided with protective metal strips (heat shield) preventing the effect of heat directly on the door in their vicinity. We recommend mitigating the effect of heat by increasing the distance from the heat source to 18–20 mm from the side and, in the case of a door under a built-in oven, to 30 mm. The above measures should limit damage to the doors by heat above the limit of adhesive temperature resistance.

Important warning: All additional modifications of the finished products (doors, decorative panels, table boards, etc.), such as drilling or milling holes into the pressed front surface or edge or modifications of dimensions and shapes may result in irreparable and irreversible damage. Therefore, we strongly discourage any additional modifications. Please note that the standard warranty terms and conditions and deadlines do not apply to products modified in such a way!

Materials, Design

- Milled MDF panel of various thicknesses (typically 18, 22, and 38 mm);
- Six layers of lacquer weighing 200–220 g/m²

Tolerance

The tolerance for dimensions of a product against the values specified in the documentation may be ±1 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ±4 mm / 1 m.

Limit Dimensions

- Minimum size: 90 mm x 48 mm;
- Maximum size: 1,200 mm x 2,800 mm

Lacquer Quality

A polyester paint is first applied to the door, the properties of which provide higher strength and hardness for the final lacquer. After drying and grinding, there is a polyurethane lacquer coating cycle in order to achieve an optimal final total weight of 200–220 g/m². For glosses, this operation is followed by machine and manual grinding and polishing. Finally, all doors are cleaned and impregnated with wax. In total, we offer about 200 colour shades for gloss and matte, except for metallic and signal shades.

Important notice for colour selection:

The RAL colour charts should be used to select the colour shade. RAL K5 GLOSS for gloss lacquers; RAL K7 CLASSIC for matte lacquers, K5 SEMI-MATT for ultra-matte G5 lacquers.

Samples of the lacquered doors in display stands and showrooms are used to demonstrate the design of the matte or gloss surface finish, not to select a specific shade, as the colours may change slightly due to UV radiation, especially for white shades. This UV degradation is a natural consequence and cannot be prevented entirely despite all the technical measures. Therefore, a complaint about changes due to UV degradation cannot be filed.

Materials, Design

- The base material for T.acrylic is chipboard with a thickness of 16 mm;
- The front side consists of either a glossy acrylate surface with a thickness of 1.4 mm or a matte acrylate surface of thickness of 1.2 mm; in addition, the front surface is provided with a clear protective foil with a nameplate;
- The back side is made of 1.2mm-thick polystyrene of the colour same as the front surface (the total thickness of the one-sided glossy acrylic panel and the one-sided matte acrylic panel is 18.6 mm and 18.4 mm, respectively); it is provided with a hologram and a blue protective foil;
- As standard, we use ABS furniture edges identical to the decor of the front surface or 3D edges for selected decors;
- We do not recommend using the PVC edges;
- The material is suitable to be used in food processing environments, does not change over time and retains all its characteristics of gloss and colour and is highly resistant to UV radiation and moisture.

Note: T.acrylic is not suitable for the production of table boards.

Certificates Issued by Timber Research and Development Institute, Prague, s.e.

- T.acrylic furniture doors have certificates indicating the specific properties of this product, especially resistance to UV radiation, ageing and moisture
- Resistance to scratching No. 2422-5/13
- Resistance to light No. 2422-6/13
- Resistance to water No. 2422-7/13
- Resistance to frost No. 2422-8/13
- Resistance to impact No. 2422-9/13
- Resistance to cold liquids No. 2422-10/13

Tolerance

The tolerance for dimensions of a product against the values specified in the documentation may be ± 1 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ± 4 mm / 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm glued; 20 mm x 100 mm cut only
- Maximum size: 3,000 mm x 1,270 mm
- Possibility to order the whole acrylic panel: 3,740 mm x 1,270 mm

Application and Instructions

- Application for furniture front surfaces in the interior of apartments, houses, and commercial spaces (furniture doors, facing materials, built-in cabinets);
- The material can be further machined by cutting, drilling or milling, e.g. for countersunk handles;
- The heat resistance of the material over the area was determined by the manufacturer to be more than 150 °C;
- The heat resistance of the glued joint at the edges is ± 80 to ± 90 °C;
- Avoid direct heat (gas appliances – wall panelling between the upper and lower cabinet assemblies);
- For hot-air and other heat sources, as a precaution, equip the adjoining parts of the furniture with shielding stainless steel strips (heat shield) offered by us or observe the minimum distance from the appliances of at least 20 mm.

Warning: *The supplied products are not suitable for outdoor use.*

Materials, Design

The construction material of the T.effect doors is a lacquered PerfectSense board from Egger. The doors are made of a high-quality MDF board, on both sides of which impregnated decorative paper is glued. The front side is finally painted using a UV lacquer; colour-identical ABS edges are glued using PUR adhesives.

Thanks to their innovative technology based on a surface finish with UV lacquer, all the decors can be supplied with a matte surface resistant to fingerprint marks, mechanical damage, and UV radiation. The doors feature antibacterial properties confirmed by an independent testing institute.

The T.effect doors are available in five matte decors.

Tolerance

- The tolerance for dimensions of a product against the required values may be ± 1 mm.
- The tolerance for thickness as specified by the manufacturer is $\pm 0,3$ mm, ± 0.3 mm; in case of multiple lamination ± 0.5 mm, max. board bend is set to 2 mm / 1 m as maximum.

Dimensions

- T.effect components: minimum 100 mm x 100 mm glued; 20 mm x 100 mm cut only / maximum 2,040 x 2,770, the first dimension being the width, the second one being the height

Application and Instructions

- Application for front surfaces and furniture components in the interiors of apartments, houses, and commercial premises;
- Heat resistance is set to a maximum of 50 °C and 90 °C for long-term exposure (longer than 1 hour) and short-term exposure (up to 1 hour), the heat resistance of the glued joint is 100 °C;
- Avoid direct heat and, in the case of hot-air and other heat sources, as a precaution, equip the adjoining parts of the furniture with shielding stainless steel strips (heat shield) offered by us or observe a minimum distance from the appliances of at least 20 mm;
- The tolerance for product dimensions is given by CSN 91 0001 Wooden furniture; the bend over the area and tolerance for thickness as specified by the manufacturer.

Materials, Design

The construction material of the T.segment doors and the LTD components is chipboard with a thickness of 18 mm coated with melamine resin intended for interior use. A door can be three-part [3D] or five-part [5D]. The material used is harmless, highly resistant to UV radiation and stable.

The standard range of the LTD offer includes about 30 designs from wood decors to UNI-colour in various surface structures. For the comprehensive offer of the LTD assortment, see the product catalogue or visit <http://www.trachea.cz/cz/dvirka-trachea/skladana-dvirka>. After verification, it is possible to agree on non-standard decors and suppliers with an individual price and delivery date.

Design fittings

- 3D design: combination of LTD 18 mm / LTD 18 mm or LTD 18 mm / tempered glass 4 mm, 6 mm;
 - 5D design: combination of LTD 18 mm / LTD 10 mm or LTD 18 mm / glass 4 mm;
 - More than 30 decors of LTD in stock;
 - 10-mm LTD, glass in various designs, or a solid grill is used as panelling for the T.segment;
- 10-mm LTD is not offered in full formats as standard, gluing is not possible as standard, however, an individual agreement is possible.

Tolerance

- The tolerance for dimensions of a product against the values specified in the documentation may be ± 1 mm.
- The tolerance for thickness as specified by the manufacturer is ± 0.3 mm; in case of multiple lamination, ± 0.5 mm, max. board bend is set to 2 mm / 1 m as maximum.

Limit Dimensions

- 3D LTD 18 mm / LTD 18 mm: minimum 260 x 120 mm / maximum 1,196 mm x 2,050 mm
- 3D LTD 18 mm / glass 4 mm: minimum 260 x 140 mm / maximum 600 mm x 750 mm;
- 3D LTD 18 mm / glass 6 mm: minimum 260 x 140 mm / maximum 800 mm x 1,400 mm;
- 5D LTD 18 mm / LTD 10 mm: minimum 260 x 170 mm / maximum 1,196 mm x 1,996 mm
- 5D LTD 18 mm / glass 4 mm: minimum 260 x 260 mm / maximum 1,196 mm x 1,196 mm
- LTD components: minimum 100 mm x 100 mm glued; 20 mm x 100 mm cut only/
maximum of 2,040 x 2,770, the first dimension being the width, the second one being the height by grain.

If gluing of smaller dimensions is required, a combined format can be implemented upon agreement, provided that a maximum of 3 edges will be glued after cutting.

Application and Instructions

- Application for front surfaces and furniture components in the interiors of apartments, houses, and commercial premises;
- Heat resistance is set to a maximum of 50 °C and 90 °C for long-term exposure (longer than 1 hour) and short-term exposure (up to 1 hour), the heat resistance of the glued joint is 70 °C.
- Avoid direct heat and, in the case of hot-air and other heat sources, as a precaution, equip the adjoining parts of the furniture with shielding stainless steel strips (heat shield) offered by us or observe a minimum distance from the appliances of at least 20 mm;
- The tolerance for product dimensions is given by CSN 91 0001 Wooden furniture; the bend over the area and tolerance for thickness as specified by the manufacturer.

Materials, Design

- The T.wood doors are designed as a three-layer sandwich made of a spruce organic board with a thickness of 19 mm;
- The middle layer is oriented perpendicular to the outer one, partially eliminating stress and preventing deformations that are typical for a solid material;
- Shape deformations in the solid material cannot be completely eliminated, all technical measures are implemented to minimize this natural, characteristic wood property;
- The front surface of the doors is decorated with milling, the edges are chamfered, the corners are rounded;
- The visible side can be scratched or smoothed, sanded and the finished product is treated with G5 matte lacquer or another surface protection system;

Permissible Defects

- Knots – ingrown and healthy ones are allowed; rotten, partially ingrown, inbark are not allowed;
- Sapwood, cracks, torn wood fibres – allowed if they are professionally and aesthetically repaired, do not interfere and do not reduce the utility and technical parameters;
- Resin pockets, resinous wood, rot, mould, sapwood, insect damage, pith – not allowed;
- If the design includes a “patina” surface finish – intentional damage imitating insect damage, this is allowed.

Tolerance

Tolerances for wooden furniture according to CSN 91 0001 Furniture – Technical requirements apply to the wooden doors.

- The tolerance for dimensions of a product against the values specified in the documentation may be ± 0.5 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ± 4 mm / 1 m.

Dimensions

- Minimum dimensions: 170 x 170 mm
- Maximum dimensions: 800 x 1,400 mm

Application and Instructions

The T.wood products are designed for use in an indoor environment, which is defined as 30–65% of relative humidity and a temperature in the range of 16–22 °C. A change in relative humidity from 65% to 90% causes significant shape and dimensional modifications and has a decisive impact on the occurrence of hidden product defects (CSN EN 101-2, CSN EN 1995-1-1, etc.). The indoor environment, therefore, has a decisive influence on the possible occurrence of shape deformations, cracks, dimensional deviations, and damage to surface finish. The defects created in this way are a natural demonstration of the solid wood characteristics and cannot be avoided or prevented.

- The products are delivered as semi-finished products, i.e. they are without holes for handles;
- To determine the glass or panelling dimension, the size of the hole must always be measured in order to derive the glass or panelling dimension based on it;
- The glass or panelling dimension must be smaller by $2 \text{ mm} \pm 0.5 \text{ mm}$ than the dimension of the hole;
- Provisions related to CSN EN 14749 and CSN EN 14072 as stated for the T.classic product line, apply for the entire production program as well as for the T.wood products.
- As makers of furniture front surfaces, we are not responsible for the use of a product equipped with glass in conflict with the wording of CSN EN 14749 – Domestic and kitchen storage units and kitchen worktops – unless such use is explicitly specified in an order.

Materials, Design

GLAKS is extruded PMMA (high-strength acrylate) mixed with glass powder. It is perfectly flat, unbreakable, identical to glass in appearance, however, it surpasses glass in terms of flexibility and price. In many respects, GLAKS is an exclusive product – organic glass with a glossy or matte surface resistant to fingerprint marks. It also has excellent resistance to ultraviolet rays and is a modern alternative to silica glass. It is non-toxic, environmentally friendly and has excellent resistance to heat, water and stains.

VETRIX Technical Features

Due to the special surface finish, GLAKS is resistant to scratches, impact, abrasion, chemicals, and heat. This makes it suitable for a wide range of applications. GLAKS has passed a number of laboratory tests that have proven its main characteristics:

- Impact resistance
- Resistance to scratches and wear
- Colourfastness
- Easy to clean
- Heat resistance (up to 90 °C)
- Sanitariness
- Suitability for food contact

In addition, GLAKS is resistant to bacteria, therefore, it is particularly suitable to be used in places accessible to the public or in places where hygiene is extremely important, such as kitchens, bedrooms, bathrooms, shops, laboratories, surgical rooms, and the like.

Technical Specifications

- Base material: MDF; 16 mm for gloss / 14 mm for matte
- Front side: GLAKS, thickness: 2 mm for gloss / 3 mm for matte
- Back side: PMMA, thickness: 2 mm for gloss / 3 mm for matte
- Total material thickness: 20 mm for gloss as well as matte
- The front and back sides are equipped with a protective cover foil.

Tolerance

The tolerance for dimensions of a product against the values specified in the documentation may be ± 1 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ± 4 mm / 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm;
- Maximum size: 3,000 mm x 1,250 mm (an edged product)
3,050 mm x 1,300 mm (an unformatted board)

Application and Instructions

- Suitable for furniture front surfaces in the interior of apartments, houses, and commercial spaces (furniture doors, facing materials, built-in cabinets);
- It can be machined by cutting, drilling or milling, e.g. for countersunk handles;
- Easy to clean;
- Suitable for contact with food (does not transfer pathogens).

Warning: *The supplied products are not suitable for outdoor use.*

Materials, Design

FENIX is an ideal material for luxury interior creation. New generation acrylic resins and nanotechnology have given it top aesthetic and technological parameters. The surface features low light reflectance due to extreme opacity, is soft to the touch; and fingerprints are not visible on it. Nanoparticles provide the material with high resistance to scratches, abrasions as well as stains. Surface micro-scratches can be removed with a nano-sponge or using an iron!

FENIX Technical Features

- Distinctively matte surface
- Resistance to scratches and abrasion & the possibility of thermal repair
- Resistance to dry heat and acidic solvents
- Antibacterial properties, resistance to mildew

Technical Specifications

- The base material is DTD with a thickness of 16 mm
- Front side: FENIX thickness 0.9 mm
- Back side: FENIX thickness 0.9 mm
- Total board thickness: 18 mm
- ABS edges glued with PUR adhesives
- Double-sided protective cover foil
- The material repels water, is antistatic and lightfast
- Heat resistance: dry heat up to 160 °C for 20 minutes

Attention! The protective foil is provided with arrows that indicate the "direction of the wood grain". Failure to follow the arrow direction with respect to the required dimensions may result in a different perception of the colour of the individual parts despite the low reflectivity of the surface. If the "direction of the wood grain" is not followed, it is not possible to file a complaint on a different colour than the order.

Tolerance

The tolerance for dimensions of a product against the values specified in the documentation may be ± 1 mm. Due to the stress of the materials used, the product may become bent – the permissible tolerance is ± 4 mm / 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm;
- Maximum size: 3,000 mm x 1,250 mm

Application and Instructions

- Suitable for vertical and horizontal interior surfaces, table boards, tiles;
- A homogeneous soft material, on which no fingerprints remain;
- Suitable for food contact;
- Easy to repair in case of surface damage;
- It can be machined by cutting, drilling or milling, e.g. for countersunk handles.

Materials, Design

Currently, the furniture bodies are divided into three production lines:

KTS (bottom) 14 types

KTH (upper) 6 types

KTV (high) 4 types

- The construction material is LTD with a thickness of 18 mm and 10 mm, MDF with a thickness of 3 mm;
- More than 30 decors of LTD in stock;
- ABS edging with 1-mm thick edges, glued with PUR adhesives

Tolerance

The tolerance for the dimensions of a product against the values specified in the documentation may be ± 1 mm; the tolerance for thickness as specified by the manufacturer is ± 0.3 mm; in case of multiple lamination ± 0.5 mm; the maximum bend of the boards is set to 2 mm/1 m.

Dimensions

- Minimum and maximum size are automatically limited in Trachea OS when entered.

Application and Instructions

- The furniture bodies are delivered disassembled;
- The delivery includes fasteners and assembly instructions.

3.1. HOLE DRILLING AND PANELLING DELIVERY

- The products are delivered without holes for handles;
- Typically, the holes for hinges can be drilled mechanically according to 18 drilling patterns – the service can be easily entered in Trachea OS (we recommend this service especially for sensitive foils – gloss and matte);
- The milled frames for glass or grills are without glass or other panelling, fasteners for their mounting are not typically supplied;
- The width of the milled hole for glass or other panelling is 100 mm smaller than the dimensions of the door and the width of the milled half-groove varies depending on the door shape; together with the half-groove, the groove for the sealing strip is also milled (the glazing bead must be ordered separately).

Note

All additional modifications of the finished products (foil-wrapped doors, table boards, etc.), such as drilling or milling holes into the pressed front surface or edge or modifications of dimensions and shapes may result in irreparable and irreversible damage. Therefore, we strongly discourage any additional modifications of any products. Please note that the standard warranty terms and conditions and deadlines do not apply to products modified in such a way!

In addition, the standard warranty conditions and deadlines do not apply to the products with the Trachea hologram removed – this serves as proof of origin. Please note that the hologram is always affixed to the back of the products and we are not responsible for disregarding this designation of the back side.

3.2. PROTECTION AGAINST HEAT (HEAT SHIELD)

Due to the maximum temperature resistance of the adhesive, it is recommended to install so-called heat shields for built-in appliances, kitchen ovens, grills, and the like to ensure heat dissipation from the thermally stressed point (edge), improving the resistance to the possible peeling off of the furniture edge. We recommend mitigating the effect of heat also by increasing the distance from the heat source to 18–20 mm from the side and, in the case of a door under a built-in oven, to 30 mm. The above measures should limit damage to the doors by heat above the limit of adhesive temperature resistance. The heat shields are delivered on the basis of an order.

4.1. FORMS OF ORDERS

4.1.1. ORDERING SYSTEM

Orders for products and goods can only be made in writing. Using the Trachea OS system is the basic method of product ordering. It reduces the risk of errors, saves time and streamlines communication. The program is available at www.trachea.cz.

4.1.2. WRITTEN ORDERS

To be considered a written order for goods, the order should be made:

- In electronic form via the Trachea ordering system;
- By email to objednavky@trachea.cz;
- In paper form sent to the address of the contractor's registered office or business premises.

Written orders sent by post, fax or email are handled as an order form (production contract), which is sent back for confirmation. An order is put into production only on its basis.

Order Processing

Based on the contractor's non-binding offer, the customer shall place a written order for goods. The indication of products in the order must correspond to the product indications in the Trachea or TP catalogue. The Contractor reserves the right to decide on the order confirmation, even partially.

Order Creation, Order Form

The Contractor shall confirm the order placed to the Client as an order form corresponding to the Client's order and the Contractor's production capabilities. The Contractor shall send the order form to the Client for approval in writing or electronically to the address specified in the order. The Client is obliged to check the order form and approve it electronically to the address: objednavky@trachea.cz within the period specified in the order form.

If the Client does not comment on the order form within the given deadline, the order form shall be considered approved. The work contract is concluded between the parties at the moment of delivery of the order form as agreed by the Client to the Contractor or upon the expiry of the given deadline from the delivery of the order form to the Client.

Order Form Approval

If the Contractor confirms the order only partially or makes other changes, reservations, additions or restrictions to the order, this modified order shall be considered to be a new proposal for the conclusion of a contract, which must be confirmed in writing or electronically by the Client. The contract shall be concluded by delivery of the written or electronic confirmation of the modified order to the Contractor by the Client.

Due to the fact that we strive for the shortest possible delivery times, we also require relatively fast approval of the order. Depending on the progress of production, a situation may arise where later requests for changes or corrections in the order can no longer be accepted. In such case, it is possible not to complete the following operations for work-in-progress products and to deliver unfinished products to the Client. Trachea reserves the right not to be liable for the indecision and uncertainty of customers or users.

4.2. PRODUCTION AND PRODUCTION TERMS

Order Completion Date

The order forms also state the date of completion of the given order, which is generated according to the current production capacity, or on the basis of individual negotiations with a customer. This date means the expected date of completion of production at Trachea, not the day of sending the order or its delivery to a customer. Dates of production completion can be divided into several categories:

- Regular dates, which are set on the basis of general terms and conditions during the year and can also be agreed individually with a customer;
- Shortened terms, called individual sold product or express production, which relate to the production of small quantities of goods and for which fixed deadlines are set for the receipt of orders – by 9:00 a.m. each day; completion of the production of goods according to these orders can be, depending on the situation, the next day, the term “completion date” of production is described above;
- Shortened terms for the production of claimed goods, which enable the fast correction of possible problems and mistakes; although we strive to achieve the highest possible quality of the delivered goods, mistakes can never be absolutely avoided. Receipt of complaints and their production are governed by the same rules as for piece express production.

4.3. COMPLETION, PACKAGING AND SHIPPING

Upon completion of the order production, customers are notified in writing or by telephone that the goods are ready for collection or shipment. If the mode of transport is not specified in the original order, Trachea shall ask customers to provide the required mode of transport. Common possibilities are the personal collection of the goods, transport by a transport service provided by a customer or transport provided by our company -- we perform this using either the Czech Post Business Parcels or the transport service, depending on the quantity.

Depending on the agreed conditions, the method of transport or the quantity of delivered goods, the goods are left for direct collection without packaging, packed in packages, or packed on pallets. When packaging, we use lining material preventing scratches of products and cartons. The products on the pallets are tightened with a steel strip, which ensures their sufficient fixation. Lining material and packaging are charged separately according to the valid price list. Pallets are returnable packaging and are charged accordingly. They can be exchanged when collecting the goods or returned by the customer and charged back.

When collecting the goods in person, we insist on the inspection of the products taken over by the customer. In this case, claims for damage to the goods by transport cannot be accepted. Along with the goods, the customer shall always receive a delivery note – a list of goods with individual items and accounting documents – acknowledgement of receipt or invoice.

Complaints are – similarly to orders for goods – accepted only in writing. When claiming goods, a description of the claimed product (according to the delivery note), a description of the claimed defect and proof of the order or invoice number based on which the goods were produced or delivered are required. Newly produced claimed goods are re-invoiced (requirement arising from the applicable legislation of the Czech Republic) and, in the case of acknowledgement of the complaint, a credit note shall be made for this invoice. All the goods are subject to all conditions as in the original delivery, including a new warranty. For questions of details, conditions and the course of complaint handling, see the applicable Trachea Complaints Procedure.

We always strive to achieve the high quality and usability of the delivered goods. However, we will not achieve absolute success as mistakes belong to a man. Complaints about goods are governed by the Complaint Procedure, which is attached to the documents with the delivered goods. If it is not possible to apply the rules of the Complaints Procedure, this is handled in accordance with the Commercial Code. In any case, Trachea strives to handle complaints in a correct manner and to the customer's satisfaction.

By concluding a contract, under Section II. of the GTC, the Client and the Contractor have demonstrably agreed that the Client accepts the following differences from the provisions of the relevant technical standards, and thus the usual characteristics, declared by these technical standards. These different characteristics do not conflict with the safe use of the products and only have the character of a design different from the usual characteristics due to the materials used or resulting from the possible technological availability. The decision on complaint justification is based on the technical and production standards of Trachea, a.s., developed on the basis of valid recommended technical standards (Act No. 22/1997 Coll.).

The appearance, shade and quality of the product surface are assessed at an angle of 0--90° from a distance of 250–750 mm under normal lighting as "C" surfaces according to CSN 91 0272. The edges are assessed in the same way as the "E" surfaces according to CSN 91 0272. The occurrence of small defects in the area is allowed up to the degree of evaluation of the amount $m = 1$, size $g = 1$ (rare occurrence of defects that do not disturb the overall appearance, invisible to the naked eye) according to the evaluation as specified in CSN 91 0272 and CSN 91 0102.

The occurrence of "orange peel" and the copying of the substrate on the side surface (hereinafter, the edges) of the foil-wrapped door (defects on the edges) are not a manifestation and prerequisite for the possibility of delamination, but a technological necessity given by the nature of the materials used. Copying the substrate in the form of a visible groove, caused by adhesive clump on the fibres of the central, less dense base MDF board at the edges is a necessary manifestation of the technology used and cannot be considered to be a defect or a presumption of delamination, especially in combination with a matte or glossy UNI foil. However, changes in flatness caused by the tool at the edge are not permitted.

The occurrence of defects at the edges is allowed up to the degree of evaluation of the amount $m = 3$, size $g = 3$, (clearly visible, largest dimension of 0.5 to 1 mm, occurrence of a defect with low surface fill-ability), a single occurrence of the size $g = 5$ is permissible in the frequency of a maximum of 5 pieces per 1 m of edge (largest dimension 10 mm, area 78.5 mm² of single defect). Differences in colour, decor, gloss, etc. for "C" surfaces are not permitted. The change in colour shade at the surface-edge transition is caused by the use of stretch foil and cannot be avoided, especially for UNI colours, and, therefore, cannot be considered to be a defect.

Differences in colour in the additional patina surface finish are caused by the exposure to UV radiation over time. This is a natural characteristic of these materials despite the use of UV filters. The occurrence of colour instability is a part of this surface finish. Therefore, the resulting colour differences cannot be claimed and, in the case of possible reordering, it is necessary to discuss the colour nature of the required patina surface finish in advance (individual agreement with the Contractor). Any discrepancies between the colour nature of the samples at suppliers, the colour nature of the newly delivered goods and the time-varying original delivery cannot be recognized as a defect, unless an agreement on the colour nature of the product has been concluded with the Contractor.

All goods that are returned for complaint must be properly cleaned of all dirt, food residues, etc., otherwise they will not be taken over. A fee will be charged for any cleaning and final cleaning of the goods according to the current price list.

Warranty Period

Trachea, a.s., provides a warranty period of 24 months from the receipt of the goods by a customer for all products, extended for the foil-wrapped doors T.classic – 7 years from the receipt of the goods by a client for hidden defects, wherein a hidden defect means delamination of the foil, and for the acrylic door T.acrylic – 5 years for peeling off the edge.

Warning: *Technical Conditions – Organizational Handbooks and the Complaints Procedure are an integral part of the General Terms and Conditions, hereinafter referred to as the GTC. The Contracting Parties may amend, exclude or supplement certain provisions of these GTC only by written agreement of both Contracting Parties, while the other provisions of the GTC remain in force for the Contracting Parties.*