



QUALITY POLICY

ARMASEL PRODUCTS WARRANTY POLICY PO-CA-01 Dear client, ARMASEL guarantees the manufacturing quality of our products, and your satisfaction is important for us, which is why, if there is a non-conformity with the quality of the purchased products, we ask that you consider the following information which is intended to provide you with a better service. 1. The warranty we offer is subject only to issues associated directly to our products. You must file a claim with your sales executive. 2. This policy notes the time frame to make the warranty of the product valid, according to each characteristic to be considered; for the items where it is not specified, the maximum period to file a claim to your sales executive will be of 30 calendar days from the day in which the materials were delivered. 3. Claims on compliance breaches, requirements or expectations that were not specified in your purchase order or contract and approved in writing by your sales executive or by Armasel's legal representative, will not be accepted. If a given requirement was not specified, it is understood that the product is accepted with the factory specifications that ARMASEL delivers. 4. Clarifications on damaged material and incomplete quantities or weight, must be made upon delivery of the material with your sales executive and validated by the transport operator. Complaints won't be accepted once the delivery has been received and signed. 5. It is required that you provide your sales executive the invoice number or delivery note to which the product of the claim belongs to, mention the information included in the label of the product (identification number, date, report number), as well as evidence of the issue you are reporting (photos, samples, weighing ticket). This information is needed to conduct an accurate and agile investigation on the case. 6. For products that are sold by weight, consider that a variation of up to 1% is allowed between the weight on the client's reference scale and Armasel's scale for each shipment before a claim can be made. For clarifications on weight differences, you need to send your sales executive the weighing ticket of the public scale or from a third party at the time of receipt of the products, along with a reference from the shipment (transport's license plates or delivery note). Expenses incurred in the public scale are not covered, unless the difference exceeds the amount allowed. 7. In the case of electro-welded products, it is possible that some joints are loose, in which case a claim will proceed only when more than 1% of the joints in mesh/fences, per unit, are loose, and up to 2% for the rest of the products. Additionally, the claim will proceed only if more than half of the allowed number is within the same wire. 8. Once the transport operator reports back to the delivery facilities, safekeeping, unloading, and storage of the product is the client's responsibility, which is why a claim will not proceed for any damage of the product caused by a poor implementation of these processes. 9. For products with or without coating, presented in compact bundles such as pipes, ptr, or sill plates, it's important that storage is indoors and with flooring that remains dry if they are not going to be installed immediately. Avoid storing material outdoors, or without a canvas or plastic cover even if it's stored under a roof. This is because stains or rust may appear in the bundles while in storage due to the space between the products and the minimal airflow which creates a corrosive reaction with the humidity between the pieces; this increases during rainy season. Claims for products with any level of rust are not accepted without proof that the storage instructions mentioned before were followed. 10. White rust may appear in galvanized products, which is the desired effect of the galvanized finish doing its function of protecting the steel base from corrosive conditions. Claims are not accepted after the materials have been delivered. 11. It is important you inform you sales executive if you are planning to make changes to any parts supplied by Armasel, since a validation of the work that will be carried out must be done to ensure it is compatible with the product and that there is no risk of its functionality or safety being compromised. If the work is performed

without this validation and there is no written approval by an Armasel representative, the warranty of the product will be lost in its entirety. 12. The warranty will be voided if a problem is attributed to the incorrect installation of the materials and if it wasn't executed by Armasel. 13. When a claim proceeds, the warranty is limited to a physical change of the affected product depending on the inventory of the products involved or to the upcoming production schedule. The quantity of the non-compliant product that has not been utilized and meets the identification and presentation conditions in which it was delivered will be replaced. It is crucial that the product has not been cut, bent, or undergone a different process. 14. In case a physical change of the product is not possible, your sales executive will offer you other alternatives. 15. This warranty extends only to the initial buyer and is non-transferrable. The following points, in addition to the previous ones, are applicable depending on the purchased product. Products deriving from wire rod and hot-rolled steel for construction. 16. Complaints of rusted material (in any degree of oxidation) without prior agreement with your sales executive are not accepted. If you require material with the least possible oxide at the time of delivery, please let your sales executive know in writing prior to your purchase, so they can confirm if there is inventory of the material in the requested conditions. 17. Complaints for appearance or diameter variation of annealed wire are not accepted, as this is inherent to the process during which the husk is produced, which may cause a non-uniform appearance and diameter variations. Complaints around the annealing hardness will be valid through tensile strength testing. 18. Complaints for fractures observed during the process of rod bending, of any grade and diameter, are not accepted if an appropriate support mandrel was not used. This is applicable to loose and electro-welded rods that underwent bending. 19. It is possible that the product is deformed by the items used to secure the product for transportation, in which case complaints are accepted only when the items securing the products fractured them. Products from the Cercasel, ESPAI, and Sports divisions. 20. If red rust is present in the products, the warranty is of 1 year. This warranty is not applicable to the joins of fence wires, premature rust in these areas may appear but it does not affect the protection of the rest of the fence. White rust can appear in products with a galvanized coat, which is normal. 21. In coastal areas or areas with corrosive environments (such as chemical plants) it is important that the product is requested with marine coating (galvanized + primer + paint) for the warranty to be applicable. 22. The warranty for installation defects will be of 1 year, as long as Armasel supplied and installed the components of the project in its entirety, otherwise there is no warranty over the installation. 23. If the electrostatic paint that covers the product is damaged or presents a defect, the warranty will cover repainting the product or the affected area, as long as there is proof that it was delivered in these conditions and the issues are attributable to our process. Products from the division Invernacero. 24. Plastics have a 2-year warranty upon delivery of the material. If the plastics are not going to be used immediately after delivery, it is important to safeguard them indoors to prevent premature wearing of the material. 25. Warranty is not applicable to waterproof products when there is corrosion of the base steel. 26. Armasel is not responsible for the performance of products that were requested separately and that will become a part of a system with other materials not purchased in Armasel, unless there was previous consultation and written approval from an Armasel authorized representative of the compatibility of our products with the others that will be used. We thank you for your understanding and collaboration to note the previous points aimed towards offering you a more agile service.