

Limited Warranty for Cabin Kit Materials

Customer-facing warranty terms for factory-supplied cabin kit components.

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Purpose and limitation

This limited warranty applies only to factory-supplied cabin kit materials. It is not a whole-building warranty, an installation warranty, or a guarantee of local code approval, foundation performance, permit approval, or site workmanship.

1. Coverage summary

Category	What is covered	Claim period	Standard remedy
Visible transit damage	External damage visible at delivery, before unloading.	Record on delivery receipt and photograph before unloading.	Replacement part with replacement shipping included, or credit, at Company option.
Concealed transit damage or shortages	Damage discovered after opening packaging, or missing factory-supplied items identified against the packing list.	10 calendar days after delivery and before installation.	Replacement part with replacement shipping included, or credit, at Company option.
Visible specification errors or wrong parts	Parts visibly different from the approved order, specification, or labeled part schedule.	30 calendar days after delivery and before installation.	Replacement, repair guidance, or reasonable credit.
Manufacturing defects	Manufacturing defects in factory-produced structural timber components and factory-supplied aluminum doors, windows, and joinery that materially impair ordinary intended use.	24 months after delivery.	Replacement, repair guidance, or reasonable credit.

2. Scope of warranty

Covered items. Factory-supplied structural timber components, factory-supplied aluminum doors, windows and joinery, and other cabin kit parts expressly included in the customer order.

Delivery point. For transit-damage purposes, delivery means arrival of the shipment through the transport chain before unloading from the delivery container or vehicle.

Replacement shipping. Where an accepted claim results in a replacement part, the Company includes reasonable replacement shipping. Customs duties, import taxes, VAT, GST, brokerage, inspection, port handling, storage, and similar destination-side charges are excluded.

Hidden defects after installation. A claim may still be considered when the alleged defect was not reasonably visible before installation and became apparent only during normal intended use.

3. What is covered

Factory-supplied parts that arrive broken during transport before unloading, subject to the claims procedure below.

Shortages in factory-supplied parts identified against the packing list, order schedule, or labeled part list.

Factory-supplied parts that are visibly incorrect, mislabeled, or materially inconsistent with the approved order or specification.

Manufacturing defects in factory-produced structural timber components and factory-supplied aluminum doors, windows, and joinery, including hidden defects that were not reasonably visible before installation.

4. Exclusions

Damage during unloading, transloading, reloading, inland redistribution, crane or forklift handling, site movement, or storage after delivery.

Improper storage, insufficient weather protection, ground contact, moisture exposure, mold, mildew, corrosion from site conditions, or delayed installation.

Normal timber and finish characteristics, including checking, grain and color variation, resin bleed, surface weathering, dimensional movement, shrinkage, swelling, or warping within reasonable material tolerance.

Improper installation, misuse, modification, field cutting, unauthorized repair, overloading, poor maintenance, or use inconsistent with the intended application.

Foundation design or movement, settlement, anchorage by others, local engineering adaptation, code or permit outcomes, drainage, or site workmanship.

Glass or glazing damage after unloading and issues traceable to installation, field adjustment, impact, thermal shock, or third-party work.

Consumables, local insulation, locally sourced materials, or third-party products not factory supplied by the Company.

Labor, equipment, crane, accommodation, delay, rental loss, financing costs, loss of profit, or indirect, incidental, special, exemplary, or consequential damages.

5. Claims procedure

A claim must include the following within the applicable claim period:

Clear photographs of the alleged issue.

Photographs of the packaging and external condition of the relevant bundle, crate, or part at arrival, where applicable.

The part label, part code, packing reference, or drawing reference.

Relevant shipment and delivery records, including carrier notes where available.

A brief written description of when and how the issue was discovered and whether the part was installed.

No claim is available for a visibly defective, damaged, or incorrect part after that part has been installed. This restriction does not apply to a defect that was not reasonably discoverable beforehand. The Company may request additional photographs, measurements, video, return of the affected part, or reasonable inspection information.

6. Remedies and liability limit

For an accepted claim, the Company may, at its sole option: (a) supply a replacement part, (b) provide repair guidance, or (c) issue a reasonable credit or partial refund for the affected part.

The remedies stated here are the customer's exclusive remedies under this limited warranty. The Company's total liability is limited to the invoiced value of the affected factory-supplied part or parts, together with replacement shipping where replacement shipping is expressly covered under this warranty.

7. Conditions and statutory rights

This limited warranty applies only to the original purchaser unless otherwise agreed in writing.

Repair, replacement, goodwill supply, or technical advice does not expand this warranty beyond these written terms.

No distributor, installer, contractor, broker, or third party may enlarge or modify this warranty unless confirmed in writing by the Company.

This warranty must be read together with the signed sales agreement, order confirmation, model-specific quotation, and inclusion list. Project-specific terms providing greater coverage will apply.

Nothing in this limited warranty excludes, restricts, or replaces statutory consumer rights that cannot lawfully be excluded or restricted under applicable law.

Warranty provider: Konaklar İnşaat Mühendislik Turizm Sanayi ve Ticaret Limited Şirketi

International export brand: SolidCabin

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