

ALPHA CZECH s.r.o.'s Lifetime Warranty Statement for the ALPHA FLEXIBLE product

Version 1.1 / Date of issue 1 May 2026

1. Warranty Provider

This warranty statement is provided by ALPHA CZECH s.r.o., with its registered office at U Plynárny 348/83, 101 00 Prague, Company ID No.: 093 59 311, registered with the Municipal Court in Prague, C 335084 (hereinafter referred to as **"ALPHA CZECH"**).

2. Warranty Holder

The purchaser, recipient or owner of the property on whose roof cladding the ALPHA FLEXIBLE product has been properly applied is entitled to make claims under the warranty under the conditions set out in this warranty certificate, provided they can prove the origin of the product, the manner of application, acceptance of the application and fulfilment of the conditions of this warranty (hereinafter referred to as **the "authorised person"**).

This quality warranty is provided in addition to the purchaser's statutory rights against the seller arising from defective performance; these statutory rights are not affected by this warranty.

3. Scope of the warranty

ALPHA CZECH provides the authorised person with a lifetime warranty of fifty (50) years on the following properties and functionality of the ALPHA FLEXIBLE product (hereinafter referred to as **"ALPHA FLEXIBLE coating"** or **"ALPHA FLEXIBLE roof coating"**), provided that the product has been stored, applied, used and maintained in accordance with the technical data sheet, safety data sheet and these warranty terms and conditions.

A) ALPHA FLEXIBLE coating provides thermal and reflective insulation properties.

B) ALPHA FLEXIBLE coating has waterproofing properties.

A defect covered by this warranty is deemed to be only such a defect in the material or in the proper application thereof, as a result of which the ALPHA FLEXIBLE roof coating, under normal use, does not possess the aforementioned properties, for reasons to which this warranty applies.

This warranty does not cover any properties, parameters or expected results other than those expressly stated in this warranty certificate.

4. Warranty period and commencement of the warranty period

The warranty period commences upon acceptance of the properly applied ALPHA FLEXIBLE coating by an authorised person, or on the date of signing the handover report following completion of the application, if issued, provided that the ALPHA FLEXIBLE coating has been stored and applied correctly within its specified shelf life. The warranty provided applies exclusively to roofs of properties with a complete coating of ALPHA FLEXIBLE located within the territory of the Czech Republic, the Slovak Republic, the Republic of Azerbaijan, the Federal Republic of Germany and the Republic of Austria.

If it is not possible to reliably determine the start of the warranty period from the documents provided, for the purposes of this warranty it shall be deemed that the warranty period began no later than the date of sale or delivery of the product to the last documented purchaser prior to application.

5. Scope of the warranty

Key points of cover:

- Supply of new ALPHA FLEXIBLE coating
- Carrying out repairs and re-application of ALPHA FLEXIBLE coating in the event of a valid claim under this warranty within 20 years from the start of the warranty period; for further details, see point 6.
- Provision of financial compensation in the amount of the value of the damaged section of the ALPHA FLEXIBLE roof coating based on the price valid at the time of its purchase, if so decided by ALPHA CZECH.

The choice of how to settle a valid warranty claim rests with ALPHA CZECH.

In the event of a valid claim under this warranty within 20 years from the start of the warranty period, ALPHA CZECH shall bear the costs associated with the delivery of new ALPHA FLEXIBLE coating material and reasonable direct costs directly related to the rectification of the recognised defect, but only to the extent agreed in writing in advance or arranged by ALPHA CZECH itself.

In the event of a valid claim under this warranty after the expiry of 20 years from the start of the warranty period, ALPHA CZECH shall, as a rule, supply the entitled party only with new ALPHA FLEXIBLE coating material in the quantity required for the part subject to the claim, plus a reasonable

technological reserve; the costs associated with transport, handling, replacement, application, installation, access equipment and related work shall be borne by the entitled party alone and shall not be reimbursed or otherwise compensated by ALPHA CZECH, unless otherwise agreed in writing.

Should the ALPHA FLEXIBLE coating no longer be manufactured or be out of stock, ALPHA CZECH shall be entitled to supply the authorised person with replacement goods of similar functional properties or to provide reasonable financial compensation corresponding to the value of the part of the ALPHA FLEXIBLE coating subject to the complaint at the price at the time of its purchase.

The ALPHA CZECH contracting partner and the authorised person shall have no claims under the warranty other than those expressly set out in these warranty terms and conditions; this shall not affect rights which cannot be excluded or limited under statutory provisions.

6. Conditions for claiming the warranty

As with any warranty, several rules must be observed:

- **Correct application** of ALPHA FLEXIBLE coating in accordance with the technical data sheet.
- **Proper storage** of ALPHA FLEXIBLE coating in accordance with the technical data sheet from the time of purchase until application.
- **Proper preparation of the substrate** and adherence to the prescribed system composition and required dry film thickness.
- **Routine roof maintenance** – checking gutters and drainage, removing leaves and debris, and carrying out regular visual inspections of the ALPHA FLEXIBLE coating to ensure it is not damaged.
- **High-pressure washing** – at least once every 5 years, gently wash the surface treated with ALPHA FLEXIBLE coating to remove accumulated dirt; do not use a rotating nozzle or an excessively intense direct jet stream.
- **Immediately report any defects** to ALPHA CZECH upon discovery and refrain from unauthorised intervention at the site of the complaint.

Practical tips on how to maintain the warranty

- Keep the invoice for the purchase and application of ALPHA FLEXIBLE reflective insulation coating.
- Always have the application carried out by a specialist firm, preferably one trained or recommended by the manufacturer ALPHA CZECH.
- Visually inspect the roof regularly, particularly after extreme weather (hailstorms, after winter).
- Do not use procedures or materials that are not in accordance with the product's technical data sheet.
- If in any doubt, contact the manufacturer, ALPHA CZECH.

Notify the manufacturer, ALPHA CZECH, in writing at the email addresshello@alphaczech.com of any claim under the warranty without undue delay after the defect has been discovered. The notification must include a description of the defect, the location where it occurred, the date it was discovered, and available photographic evidence.

ALPHA CZECH will communicate its position on the claim by email sent to the address from which the claim was received, usually within 30 days of the claim being made and the submission of all supporting documentation. If the assessment of the complaint requires an on-site investigation, expert tests or the cooperation of third parties, the aforementioned period shall run from the date of delivery of the supporting documents and the provision of cooperation enabling the expert assessment of the complaint.

To facilitate the handling of a submitted complaint, ALPHA CZECH is authorised to deal directly with the end consumer known to ALPHA CZECH, at whose premises the defects are to be rectified, provided this does not conflict with the legal relationship between the end consumer and their supplier.

The warranty under this warranty certificate may be claimed by an authorised person only in respect of ALPHA FLEXIBLE coating applied to properties within the territory of the Czech Republic; it is irrelevant who owns the property at the time the warranty rights are exercised, provided that such person demonstrates compliance with the terms of this warranty.

7. Exclusions from the warranty

No warranty claim arises in the following cases:

1. Damage to the ALPHA FLEXIBLE roof coating caused directly or indirectly by the failure of the structure beneath the coating, in particular the roof truss, the underlying layers, or the settlement or deformation of the building foundation.

2. Damage to the ALPHA FLEXIBLE roof coating caused by improper handling, and in particular by walking on the roof in an inappropriate manner (steel toe caps, stones in the soles of shoes, handling sharp objects, throwing objects) or by intensive washing or cleaning processes.

3. Damage to the ALPHA FLEXIBLE roof coating caused by improper application of the ALPHA FLEXIBLE coating material in contravention of the rules set out by the manufacturer, ALPHA CZECH, in the technical data sheet.

4. Damage to the ALPHA FLEXIBLE roof coating caused by mechanical or chemical influences, constant long-term contact with (standing) water, salt or chemicals, aggressive industrial pollution, fly ash, cement, dust, soot, algae, ash, smoke, corrosive substances, biological infestation, bird and rodent droppings, or continuous heat exposure exceeding the limits specified in the technical data sheet.

5. Damage to the ALPHA FLEXIBLE roof coating caused by the application of other coatings onto the ALPHA FLEXIBLE roof coating, its repainting, or other handling of the product or substance not recommended by the manufacturer ALPHA CZECH for use in conjunction with the ALPHA FLEXIBLE roof coating and in its vicinity.

6. Damage to the ALPHA FLEXIBLE roof coating caused by mechanical damage, any changes to the surface of the ALPHA FLEXIBLE roof coating caused by weather conditions that do not impair its performance, colour changes, stains, normal wear and tear, visual imperfections, minor changes to the product and other changes which, during the warranty period, are considered normal or unavoidable and which are immaterial to the proper use of the product.

7. Damage to the ALPHA FLEXIBLE roof coating caused by earthquakes, floods, inundation, fire, lightning, hailstorms, the weight of frozen snow or ice, explosions, the fall of flying objects, their parts or cargo, gales, landslides, avalanches, rockfalls, damage caused by force majeure, and damage caused by events and phenomena against which it is possible to take out standard building insurance as at the date of the roof's construction.

8. If the application of the ALPHA FLEXIBLE roof coating was carried out or assisted by a person who did not follow the manufacturer's technical procedure, and this fact contributed to the occurrence of the defect subject to the claim.

9. If the recipient or owner of the property on whose roof the ALPHA FLEXIBLE product was properly applied has not settled their obligations towards the contractor who applied the ALPHA FLEXIBLE roof coating.

10. If the owner of the building to which the ALPHA FLEXIBLE roof coating was applied failed to report defects without undue delay after discovering them or after they should have been discovered with due care, and as a result the extent of the damage worsened.

11. If the structure beneath the ALPHA FLEXIBLE coating is unable to fulfil its function of protecting against rainwater, for example due to incorrect design, poor slope, or failure to allow water to drain freely from the surface of the ALPHA FLEXIBLE roof coating.

12. In the event of deformation of the substrate or abrasion of the substrate caused by friction, movement or another defect in the substrate.

13. In the event of a deterioration in the condition or quality of the ALPHA FLEXIBLE roof coating caused by a violent impact, modifications, individual processing or incorrect use.

14. If the defect arose during cutting with an angle grinder, welding, grinding or other equipment producing heat, or from which hot particles fall or fly off.

15. If mechanical damage occurred during the installation of equipment on the roof (solar panels, ventilation systems and other elements typically mounted on the roof structure), as the ALPHA FLEXIBLE roof coating may be damaged by screws, bolts and other fasteners or by the unprofessional installation of the aforementioned equipment.

16. Damage caused by war, civil unrest, natural disasters or other unavoidable events, and as a result of vandalism.

17. Damage to the ALPHA FLEXIBLE roof coating caused by the tearing away of snow guards, safety anchoring systems, fixing points, etc., which may be caused by an excessive layer of snow and ice on the roof or by the weight of loads or people.

18. If the dry film thickness of the ALPHA FLEXIBLE coating required for the thermal and reflective insulation properties and for the waterproofing properties of the ALPHA FLEXIBLE coating, as specified in the technical data sheet of the manufacturer ALPHA CZECH, has not been adhered to.

19. Where the issue relates to the natural ageing of the ALPHA FLEXIBLE roof coating, colour changes and other alterations that do not affect its guaranteed performance.

20. If regular inspections of the ALPHA FLEXIBLE roof coating and/or maintenance were not carried out in accordance with the recommendations of the manufacturer ALPHA CZECH and/or deposits and dirt were not removed from the ALPHA FLEXIBLE roof coating to an extent that contributed to the occurrence or extent of the defect.

21. If the substrate was inadequately prepared prior to the application of the ALPHA FLEXIBLE coating, i.e. failure to remove dirt, repair areas where leaks occur, degrease the surface, or address other substrate defects affecting the proper function of the coating.

22. If the ALPHA FLEXIBLE coating was used for a purpose for which it is not intended according to the technical data sheet, including use under continuous water exposure, where such use is excluded according to the technical data sheet.

23. If the application, maintenance or origin of the product's coating material has not been documented to the extent reasonably necessary for the assessment of the claim.

8. Lapse of the warranty claim

The warranty claim shall lapse or shall not apply to the extent that repairs to the ALPHA FLEXIBLE roof coating or interventions therein were carried out by persons not expressly authorised in writing by ALPHA CZECH, if this has prevented or significantly impeded the assessment of the defect subject to the complaint, or if the defect subject to the complaint was caused or exacerbated by such intervention.

Before carrying out repairs to a defective section of the ALPHA FLEXIBLE coating, the owner must allow ALPHA CZECH to carry out a professional assessment of the roof with the applied ALPHA FLEXIBLE roof coating that is the subject of the complaint. The owner is not authorised to repair the reported defect before receiving a statement from ALPHA CZECH, unless immediate intervention is necessary to avert imminent damage; in such a case, the owner is obliged to document the condition prior to intervention and to inform ALPHA CZECH of this without delay.

Furthermore, the warranty shall not apply to the extent that the

authorised person fails to provide the necessary cooperation, does not allow an inspection of the site subject to the complaint, fails to provide within a reasonable time the documentation necessary for assessing the complaint, or fails to allow the taking of appropriate samples where this is necessary for the professional assessment of the complaint.

G. Exercising the warranty and reporting defects

Defects in the ALPHA FLEXIBLE roof coating that are the subject of a complaint shall be rectified exclusively by ALPHA CZECH or a company authorised by it. A condition for making a claim under the warranty is that the authorised person must notify ALPHA CZECH in writing of the request to claim under the warranty without delay upon discovery of damage to the ALPHA FLEXIBLE coating. All enquiries from ALPHA CZECH must be answered fully and truthfully. The warranty requires that the ALPHA FLEXIBLE roof coating subject to the claim must not be tampered with in any way until the claim has been finally settled, unless this is necessary to avert imminent damage.

In the event of a warranty claim, ALPHA CZECH must be notified in writing by the property owner immediately upon discovery of the defect, stating a description of the defect and its location, including the provision of relevant photographs of the defect. The notification and claim must be accompanied by a copy of the invoice for the purchase of the ALPHA FLEXIBLE coating or other documentation proving its origin, proof of payment, a copy of the handover report on the application of the coating by ALPHA CZECH or an application partner, if available, and other documents reasonably necessary to prove the route of the ALPHA FLEXIBLE coating from ALPHA CZECH to the customer, the scope of application, the system composition and compliance with the terms of this warranty.

Refusal to allow an inspection of the site where the ALPHA FLEXIBLE roof coating subject to the complaint was applied, or an inspection of the conditions under which the ALPHA FLEXIBLE roof coating is used, as well as refusal to provide additional information, may result in the complaint not being accepted for assessment or being rejected due to the customer's failure to provide proper cooperation in resolving the complaint.

In the event that the complaint is not assessed as valid and that the on-site investigation, expert assessment or tests took place at the express request of the authorised person or in circumstances where it was clear from the available documentation that the defect complained of does not fall within the scope of this warranty, ALPHA CZECH is entitled to claim reimbursement of reasonable costs incurred.

The Customer is not entitled to reimbursement of costs directly or indirectly related to the lodging of a complaint, except where such

right arises from statutory provisions or an express written agreement with ALPHA CZECH.

10. Procedure for making a claim

ALPHA CZECH will address a properly lodged complaint and rectify defects in the ALPHA FLEXIBLE roof coating, provided the conditions set out in this warranty certificate are met, in a manner which it deems optimal and which it decides upon, taking into account the nature and extent of the damage to the ALPHA FLEXIBLE roof coating, either by supplying and, where necessary, applying an adequate quantity of new ALPHA FLEXIBLE roof coating to the customer, or by providing the customer with financial compensation equal to the value of the damaged part of the ALPHA FLEXIBLE roof coating based on the price valid at the time of its purchase.

The ALPHA FLEXIBLE roof coating will be supplied, as far as possible, so that the repaired or replaced sections correspond as closely as possible to the current condition of the original, unrepaired sections of the ALPHA FLEXIBLE roof coating. The aforementioned repairs will be carried out using the range of roof coatings from the manufacturer ALPHA CZECH available at the time of the complaint, which may result in differences in colour or appearance compared to the original parts of the ALPHA FLEXIBLE roof coating; these differences are not considered a defect or grounds for a further complaint.

The replacement or repair of a defective section of the ALPHA FLEXIBLE coating does not extend the warranty period for the original ALPHA FLEXIBLE roof coating applied, nor does it trigger the start of a new 50-year warranty period. The repaired or newly supplied section is covered only by the remainder of the original warranty period; this does not affect any rights that cannot be excluded or limited under the law

11. Governing law

Czech law applies to the assertion of warranty claims.

12. Final provisions

1. The Buyer (consumer) declares that on the day of application of the ALPHA FLEXIBLE roof coating, they checked its quantity, technical specifications and completeness.

2. The Buyer (Business) declares that on the day of application of the ALPHA FLEXIBLE roof coating, they checked its quantity, quality, technical specifications and completeness.

3. The Buyer declares that they have familiarised themselves with the contents of this warranty, the technical data sheet and the safety data sheet for the ALPHA FLEXIBLE coating.

4. Upon application of the ALPHA FLEXIBLE coating to the customer's building, the risk of damage to the ALPHA FLEXIBLE roof coating passes to the buyer to the extent corresponding to general legal regulations and the nature of the work performed.

5. The laws of the Czech Republic shall apply to the exercise of rights under this warranty certificate, as well as to any further legal acts, legal facts or legal disputes arising from or in connection with this warranty certificate. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) of 11 April 1980 is excluded.

6. Should any provision of this warranty certificate be wholly or partially invalid, ineffective or unenforceable, this shall not affect the validity, effectiveness and enforceability of all other provisions of this warranty certificate. The invalid, ineffective or unenforceable provision shall be interpreted in a manner that most closely approximates the intended purpose of that provision and the agreed meaning and purpose of this warranty certificate as a whole.

7. In the event of any conflict between this warranty certificate and any other descriptive or promotional material, this warranty certificate shall take precedence in determining the scope of this voluntary warranty; this shall not affect the content of any public statements which, under the law, cannot be excluded in relation to the consumer.