

Warranty certificate



Certificate nr.: **GENERAL.30.PLATINUM**

30 year warranty

(Valid for projects over 1500 m1 from salt-water environment)

EuraBuild PVDF/Lum	2 layers
EuraDesign PVDF	2 layers
AnoMax PVDF/Lum	2/3 layers
CoolRoof PVDF	2 layers
EuraZinc PVDF	2 layers
EuraFlon	2 layers

Euramax Coated Products offers a warranty for the period of 30 years (starting on the date of initial shipment by Euramax) according to the specifications and guidelines mentioned in the attached document for the project described here-under.

Customer name	XXXXXXXXXXXXXXXXXXXX
Building address	XXXXXXXXXXXXXXXXXXXX
Installation company	XXXXXXXXXXXXXXXXXXXX
Installation month / year	XXXXXXXXXXXXXXXXXXXX
Order	XXXXXXXXXXXXXXXXXXXX

ECP 2-017-A7-E V001 General.30.PLATINUM

Signature customer:
Date:
Name:

Signature Euramax:
Date:
Name:

Limited Warranty conditions

This warranty statement (Limited Warranty), as issued by Euramax Coated Products (Euramax), applies exclusively to substrates and coatings of Euramax products that are applied as roof and façade cladding. All information in this document is in addition to the terms and conditions described in our General Terms and Conditions of sale and delivery, which Terms and Conditions shall apply with respect to this Limited Warranty. However, to the extent there is a conflict between such Terms and Conditions and this Limited Warranty, this Limited Warranty shall control.

This Limited Warranty is exclusively for the customer that has purchased the product directly from Euramax. Accordingly, this Limited Warranty is nontransferable and automatically terminates upon the transfer of the products to any individual or entity. "Transfer" means (i) transfer of the products along with property on which the Products are installed, or (ii) transfer of the products detached from any property. The Limited Warranty is subject to the terms, conditions, remedies and legal rights described below:

Product

This Limited Warranty concerns pre-painted aluminium as supplied by Euramax in accordance to the following norms:

- Coating **EuraBuild PVDF/Lum** **2 layers**
 EuraDesign PVDF **2 layers**
 AnoMax PVDF/Lum **2/3 layers**
 CoolRoof PVDF **2 layers**
 EuraZinc PVDF **2 layers**
 EuraFlon **2 layers**
- Substrate **EN 1396 + EN485**

Limited Warranty on aluminium substrate

Euramax guarantees that during the Limited Warranty period the aluminium substrate will not mechanically malfunction due to breakage, corrosion or frost.

Limited Warranty on painted surface

This Limited Warranty applies only on the side of the product directly exposed to the weather. As such the original paint surface that is directly exposed to the elements will not peel, blister, chip, check or crack (except for the minor cracking that may occur on edges or break bends at the time of fabrication over no more than 5% of the total surface over the technical warranty period). This is subject to the exception of deviations ascribable to a bending radius less than that recommended by Euramax (see Bend radii recommendations). When installed in the absence of standing water, the product will have a uniform and controlled colour and gloss evolution, under the same exposure, without affecting the aesthetics of the building.

Start date

The Limited Warranty period shall commence on the date of Euramax's initial shipment of the product. The date on the delivery note of initial supply of the product from Euramax to its customer is the recognized start date of the Limited Warranty period.

Installation date after delivery

The product has to be installed on the project within 12 calendar months after shipment from Euramax production facilities for the Limited Warranty to apply.

Maintenance

Cladding and roofing must be inspected and properly maintained twice per year in accordance with Euramax's "Inspection, maintenance and repair guidelines" in order for your Limited Warranty to apply. Fully documented and corroborative cleaning records must be kept during the Limited Warranty period and provided to Euramax when exercising your Limited Warranty rights.

Notification

Euramax has to be notified in writing by the customer (Original Equipment Manufacturer) of a claim within 30 days of the initial identification of any defect indicating a potential failure of the product meeting the specified performance criteria and, for any single area, before 2.5% or 200m², whichever is the less, is adversely affected. Notification must include proof of the origin of the product including tracking information on the manufacturing and installation of the product. Time is of the essence, and the failure to make a Limited Warranty claim within this period will eliminate your right to make that claim.

Inspection

Euramax shall be given opportunity(ies) to inspect the Euramax coated roofing or cladding that the customer is claiming to be defective.

Corrective action

At no time does this Limited Warranty confer upon the customer or any other party the right to proceed with refinishing, repair, replacement or restoration, without written notice and agreement by a duly authorized officer of Euramax. Any such work undertaken shall result in this Limited Warranty becoming null and void.

If, after inspection of the product, Euramax determines the claim is valid, Euramax shall refinish, repair, replace by the same or equivalent coating or refund a percentage of the invoice value of the defective product to a maximum of the full purchase value, at Euramax's sole option and as further described below. All corrective Limited Warranty work will be performed by Euramax or a contractor authorized by Euramax. Any colour variance between the replacement or repainted product and the originally installed product due to normal weathering shall not be considered a defect.

The Limited Warranty period applicable to refinished or repaired products shall be limited to the unexpired period of the originally installed product.

Should Euramax, in order to fulfil its obligations hereunder, replace the products or parts thereof, then the replaced products or parts shall become its property.

In the event of the non-, improper- or late fulfilment by the customer of any obligation arising from the agreement concluded with Euramax or an agreement related thereto, Euramax shall not be obligated to honour the Limited Warranty or otherwise pay compensation of any kind in connection with the agreements.

Limited Refund

The Limited Warranty on Paint type is **30** years with a limited refund period starting after **15** years. During the first **15** year period after the delivery date, the Limited Warranty value will be equivalent to a maximum of 100% of the purchase price of the Euramax coated product. From year **16** until year **30** the Limited Warranty value will be the following percentage of the total purchase value:

Year 16/17/18	80%
Year 19/20/21	60%
Year 22/23/24	40%
Year 25/26/27	20%
Year 28/29/30	10%

Notwithstanding the refund schedule above, Euramax shall determine in its sole discretion what corrective action or remedy will be available under the Limited Warranty.

Euramax reserves the right to stop or modify its product lines and coating colours. If the original product is no longer available, Euramax may, at its option, either substitute a product or coating of equal value and quality or refund the purchase price of the defective product.

The customer must maintain the confidentiality of any commitments made or corrective actions taken by Euramax as such related to the Limited Warranty.

TO THE EXTENT NOT PROHIBITED BY LAW, AND EXCEPT AS STATED HEREIN: (i) REFINISHING, REPAIR, REPLACEMENT AND/OR REFUND SHALL BE YOUR **SOLE AND EXCLUSIVE REMEDY** IF THE PRODUCTS ARE DEFECTIVE; (ii) EURAMAX DISCLAIMS ALL EXPRESS, IMPLIED, OR STATUTORY WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT; AND (iii) EURAMAX DISCLAIMS LIABILITY FOR ANY DAMAGES OR LOST PROFITS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY, EVEN

IF EURAMAX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Exclusions

The following shall be excluded from Limited Warranty coverage.

- Damage or deterioration caused by fire, lighting, flood, explosion, abnormal winds, earthquake, acts of war, terrorism, misuse, negligence, riots, civil commotion / radiation, falling objects, vandalism, exposure to corrosive atmospheres, natural disasters not otherwise named, acts of God, and other extraneous causes or aggressive atmospheres.
- Damage to the product due to fabrication by panel manufacturer, handling by erectors/installers, storage (out of Euramax premises), or transportation (out of Euramax responsibility).
- Damage to the product that is subject to any kind of insurance.
- Damage due to fabrication and / or installation of the coated material.
- Damage due to non-uniform fading and colour changes if they resulted from coated surfaces being unequally exposed to sunlight and weather sources.
- Products that have been installed or are used and/or consumed at a location situated within a radius of 1500 meters of installations that discharge chemical substances and/or other corrosive substances. This provision shall also apply should a situation as referred to in this subclause arise due to a change in circumstances.
- Surfaces that have been re- or post painted; touched up and/or repaired.
- Surface areas that have a less than 5° degree pitch and areas subject to ponding of water or that otherwise are subject to retention of water or other contaminants, including direct or indirect contact to corrosive materials.
- Surface areas that accumulate dirt or debris and that are not exposed to washing by rainfall, unless for every section, maintenance records show that

these areas have been adequately washed in accordance with Euramax maintenance guidelines at least once per year.

- Damage from misuse, unauthorized modification, or neglect, including impact of foreign objects.
- Damage from contact or direct exposure to chemicals, copper, steel, or other corrosive or degrading substances.
- Damage from defects in, failure of, or harm to any structure to which the products are attached.
- Property damage allegedly caused or affected by the products.
- Personal injury arising from contact with or exposure to the products.
- Products that have been used for any purpose other than as specified in their instructions.
- Products that have been removed or reinstalled after their initial installation.
- Any products not manufactured by Euramax.
- Any cost other than refinishing, repair, replacement or refund of products with defective coating materials or workmanship as specified in this Limited Warranty.

Miscellaneous

- No representative of Euramax or other individual has authority to make representations other than those stated herein and you should not rely on any such representations to the extent that they contradict or exceed the representations made herein.
- Notwithstanding anything to the contrary in the General Terms and Conditions of sale and delivery, this Limited Warranty applies to Euramax products which have been installed or are used and/or consumed at a location within a perimeter of 1,500 metres of a saltwater environment; provided, however, that the applicable Limited Warranty period and rebate amount shall be reduced by 50% for purpose of this coverage.
- This Limited Warranty is governed by Dutch Law, excluding its conflict of laws rules (as further described in the General Terms and Conditions of sale and delivery).
- Damages claimed as a result of any breach of this Limited Warranty shall be limited to the remedies contained herein.

Scope

This recommendation covers procedures for cleaning and maintaining coated aluminium roof covering and wall cladding.

Purpose

These recommendations are intended to assist architects, contractors, owners, building managers, etc., where concerned with the care and maintenance of coated architectural aluminium. The information contains recommended methods as an aid in establishing safe, sound cleaning and maintenance practices with respect to coated aluminium roof covering and wall cladding.

Inspection

It is recommended that the building owner provide a qualified inspector who will see that the desired effect is being obtained with the use of sound cleaning and maintenance procedures.

Two inspections per year and associated cleaning of all areas is required for Limited Warranty coverage. Cleaning is vital in areas where industrial deposits have dulled the surface, where materials from construction processes have soiled the surface or where cleaner run-down from other surfaces should be removed. Local conditions as well as building location within a geographical area quite naturally have an effect on cleanliness.

Regular inspection and maintenance should consist of:

- checking the condition of the sealants, fasteners and flashings to ensure water tightness
- examining local defects (e.g. scratches) that may cause early deterioration of the coating or corrosion of the substrate
- removing any blockage in gutters to avoid overflow or buildup
- removal of leaves, grass, mould and other objects and debris
- removal of dirt in areas of cladding not rinsed naturally by rainwater
- removal of graffiti or other marks

Cleaning of coated aluminium may be scheduled with other cleaning. For example, glass and painted aluminium components can be cleaned at the same time.

Cleaning is specifically required in areas of low rainfall or in industrialized areas. Foggy coastal regions with cycles of condensation and drying may tend to cause a build-up of atmospheric salts and dirt. In any climate, sheltered areas, such as overhangs, may become soiled due to insufficient rainwater rinsing. Thorough rinsing is especially important after cleaning of these sheltered areas.

If automatic or pressure-based wall cleaning equipment is to be used on a building, a test should be made early in equipment design to ensure that the cleaning solutions,

brushes, as well as the frequency of cleaning should be taken into consideration to ensure no detrimental effect on or to the coating.

Cleaning procedure and care after installation

After completion of the building, special attention should be paid to fixings, damages to the coating, drilling swarf, pop rivet systems and general building debris.

Construction soils, including concrete or mortar, etc. should be removed as soon as possible. The exact procedure for cleaning will vary depending on the nature and degree of soil. Try to restrict cleaning to mild weather. Cleaning should be done on the shaded side of the building or ideally on a mild, cloudy day.

Method of cleaning, type of cleaner, etc. of one component of the building must be used with consideration for other components such as glass, sealant, painted surfaces, etc.

Removal of light surface soil

Removal of light surface soil may be accomplished in several ways. Some testing is recommended to determine the degree of cleaning actually necessary to accomplish the task. Ideally, an initial step of forceful water rinse from the top down is recommended prior to any cleaner application. Significant benefit is gained with some type of surface agitation. Low water volume with moderate pressure is much better than considerable volume with little pressure. Physical rubbing of the surface with soft, wet brushes, sponges or cloth is also helpful.

The simplest procedure would be to apply the water rinse with moderate pressure to dislodge the soil. If this does not remove the soil, then a concurrent water spray with brushing or sponging should be tested. If soil is still adhering after drying, then a mild detergent will be necessary.

When a mild detergent (Ph7) or mild soap is necessary for removal of soil, it should be used with brushing or sponging. The washing should be done with uniform pressure, cleaning first with a horizontal motion and then with a vertical motion.

Apply cleaners only to an area that can be conveniently cleaned without changing position. The surface must be thoroughly rinsed with clean water. It may be necessary to sponge the surface while rinsing, particularly if cleaner is permitted to dry on the surface. The rinsed surface can be air dried or wiped dry with a chamois, squeegee or lint free cloth.

Run down of cleaner (from any operation) to the lower portions of the building should be minimized and these areas should be rinsed as soon as and as long as necessary to reduce streaking etc. from unavoidable run down. Do not allow cleaning chemicals to collect on surfaces or to "puddle" on horizontal surfaces, crevices, etc. These areas should be flushed with water and dried via air or wiped dry with a chamois, squeegee or lint free cloth. Always clean coated surfaces down from top to

bottom and follow with a thorough rinsing with clean water. (With one storey or low elevation buildings, it is recommended to clean from bottom up and rinse from top down). To avoid water stain, the surface should be wiped.

Mild detergents

Mild soaps or detergents ruled safe for bare hands should be safe for coated aluminium. Stronger detergents such as some dishwasher detergents should be carefully spot tested. Some of the latter may require rubber gloves, long handled brushes, etc. With any of these, the finish should be thoroughly rinsed with clean water and dried via air or wiped dry with a chamois, squeegee or lint free cloth. Some mild cleaning solutions, which consist of selected wetting agents in water solution, are available for automatic building washing machines. These machines would have built in brush agitation, squeegee, filtrations and recirculation; in some, a fresh water connection may be provided.

Cleaning of medium to heavy soil

Some type of mild solvent such as mineral spirits may be used to remove grease, sealant or caulking compounds. Stronger solvent or solvent containing cleaners may have a deleterious or softening effect on coatings; accordingly, great care should be taken. To prevent harm to the finish, these types of solvent or emulsion cleaners should be soap tested and preferably the coating manufacturer should be consulted. Care should be taken to assure that no marring of the surface is taking place in this manner since this could cause an undesirable appearance at certain viewing angles. Cleaners of this type are usually applied with a clean cloth and removed with a cloth. Remaining residue should be washed with mild soap and rinsed with water. Use solvent cleaners sparingly.

It may be possible for solvents to extract materials from sealants which could stain the painted surface or could prove harmful to sealants; therefore, possible adverse effects must be considered. Test clean a small area first.

If cleaning of a heavy surface soil has been postponed or in cases of tenacious soil, stubborn stains, etc., then a more aggressive cleaner and technique may be required. Cleaner and technique should be matched to the soil and the painted finish. Some local manual cleaning may be needed at this point. Always follow the recommendations of the cleaner manufacturer as to proper cleaner and concentration. Test clean a small area first. Cleansers should not be used indiscriminately. Do not use excessive, abrasive rubbings as such may alter surface texture or may impart a "shine" to the surface.

Concrete spillage that has dried on the coated surface may become quite difficult to remove. Special cleaners and/or vigorous rubbing with non-abrasive brushes or plastic scrapers may be necessary. Diluted solutions of Muriatic Acid (under 10%) may be effective in removing dried concrete stains; however, a small test clean area should be tried first, and proper handling precautions must be exercised for safety reasons.

Never mix cleaners

Never mix cleaners. Doing so may be ineffective, and worse, very dangerous. For example, mixing chlorine containing materials, such as bleaches, with other cleaning compounds containing ammonia can cause poisonous gas emissions. Always rinse the coated material after removal of heavy surface soil.

Summary of general cleaning tips

- Overcleaning or excessive rubbing can do more harm than good.
- Strong solvents or strong cleaner concentrations can cause damage to painted surfaces.
- Avoid abrasive cleaners. Do not use household cleaners that contain abrasives on painted surfaces.
- Abrasive materials such as steel wool, abrasive brushes, etc. can wear and harm finishes.
- Avoid drips and splashes. Remove run downs as quickly as possible.
- Cleaning should be done in shade at moderate temperatures. Avoid temperature extremes. Heat accelerates chemical reactions and may evaporate water from solution. Extremely low temperature may give poor cleaning effects. Cleaning under adverse conditions may result in streaking or staining.
- Do not substitute a heavy duty cleaner for a frequently used mild cleaner.
- Do not scour coated surfaces.
- Never use paint removers, aggressive alkaline, acid or abrasive cleaners, phosphate or highly alkaline or highly acid cleaners.
- Follow manufacturers recommendations for mixing and diluting cleaners.
- Never mix cleaners.
- To prevent marring, make sure cleaning sponges, cloth etc. are grit free.
- Always test clean small surface.
- "An ounce of prevention is worth a pound of cure".

Repair

Damage may be found on the surface of the coating when cleaning or otherwise maintaining the coated roof covering or wall cladding. Paint repair should be restricted to small areas (max. 5.0 m²). Any significant repair work should be discussed with your supplier to retain warranty benefits!

Execution when no corrosion is found:

- The damaged surface should be washed and dried as described above.
- A recommended touch-up paint should be applied for protective and aesthetic reasons.

Execution with small corrosion defects:

- Remove the dust by abrading, scraping, and sand blasting to the bare material.
- Degrease the complete surface.

- Clean and dry the surface (as described above) before applying a repair paint system (primer and top coat) recommended by the material supplier.

Overpainting / recladding

If it is deemed necessary to re-paint or reclad large surfaces, contact Euramax before execution to keep any right of warranty claim.

Investigating the economic feasibility of over-painting the existing structure or replacing the coated sheets is recommended.

In case of any questions about overpainting please contact us. Using non-compatible systems of repair paints and original coated surfaces might cause undesired effects.

Prepainted aluminium is a versatile material that can be bend without any issues if the right product characteristics are available. Possible bend radii depend on two factors; (a) aluminium alloy and hardness; (b) the aging of the paint on the coil.

Concern: xxx coated aluminium

1) Processing within 2 months after delivery:

Alloy 3005

Temper	T-bend	Ri rec.	Ro rec.
H42	≥ 1,5	≥ 1,5*Y mm.	≥ Ri + Y mm.
H44	≥ 1,5	≥ 1,5*Y mm.	≥ Ri + Y mm.
H46	≥ 2	≥ 2,0*Y mm.	≥ Ri + Y mm.
H48	≥ 2,5	≥ 2,5*Y mm.	≥ Ri + Y mm.

2) Processing later than 2 months after delivery:

Alloy 3005

Temper	T-bend	Ri rec.	Ro rec.
H42	≥ 2,5	≥ 2,5*Y mm.	≥ Ri + Y mm.
H44	≥ 2,5	≥ 2,5*Y mm.	≥ Ri + Y mm.
H46	≥ 3	≥ 3*Y mm.	≥ Ri + Y mm.
H48	≥ 3,5	≥ 3,5*Y mm.	≥ Ri + Y mm.

- T-bend → Minimum recommended T-bend
- R_i rec. → Minimum inside bend radii [mm]
- R_o rec. → Minimum outside bend radii [mm]
- Y → Material thickness [mm]

Clause 15: Guarantee

15.1. Euramax guarantees that the Goods delivered by it have been manufactured using durable material and with good workmanship and that services provided by it have been carried out properly. Should defects nevertheless be discovered in the Goods delivered by Euramax as a result of faults in the manufacturing process and/or materials, Euramax shall remedy these defects or have them remedied or shall make the parts necessary for the repairs available, shall replace the Goods in their entirety or refund a maximum of the invoice value, excluding VAT, of the Goods, this exclusively at its choice. In the event of several defects and therefore several complaints in respect of the same delivery, the aforesaid shall apply, on the understanding that no more than the total invoice value, excluding VAT, shall be refunded.

15.2. The guarantee referred to in clause 15.1. shall be subject to the guarantee conditions of Euramax which shall, if required, be sent to the Client free of charge. A guarantee shall only be furnished if the Client has filled in the appropriate guarantee application form truthfully, with due observance of the other provisions of the Terms and Conditions.

15.3. Excluded from the guarantee shall be defects which occur in or result wholly or partially from:

- failure to observe instructions for use, operating instructions and suchlike or use other than the intended normal use;
- normal wear and tear;
- assembly/installation or repair by third parties and/or the Client without the prior written permission of Euramax;
- the application of any government regulation in respect of the nature or quality of the materials used;
- tailor-made Goods produced or delivered in accordance with designs, drawings or other instructions of the Client, pursuant to clause 6 of these Terms and Conditions, unless expressly agreed otherwise;
- materials or items made available to Euramax by the Client for processing or the execution of the order, unless expressly agreed otherwise;
- materials and/or Goods used in consultation with the Client;
- parts obtained by Euramax from third parties in so far as these third parties have not furnished Euramax with a guarantee;
- advice given by Euramax, unless expressly agreed otherwise;
- the processing of the Goods by the Client, unless Euramax has stipulated a specific manner of processing in writing in its documentation, brochures and suchlike or has permitted this in writing without any proviso;
- environmental and/or climatic conditions;
- failure to use the Goods in accordance with the purpose specified by the Client;

- failure to communicate information about the purpose, place and/or environmental and/or climatic conditions;
- the processing of edges, for example, by cutting and slitting;
- mechanical or chemical damage to the lacquered surface;
- the application of unsuitable cleaning products, cleaning methods and cleaning intervals (cleaning once a year is recommended using a product that will not damage the lacquer);
- the occurrence of hairline cracks caused by unsuitable mechanical moulds, by conversions or by other types of processing of the materials or Goods;
- fire or other accidents caused by forces of nature, storms, hurricanes, tornados, earthquakes, falling objects, radioactive radiation, vandalism or acts of war;
- failure to store the materials or Goods properly or in the accepted manner;
- contact with binding, adhesive or sealing agents which may affect the lacquer layer as well as contact with iron or iron filings created by, *inter alia*, drilling, sawing, milling etc.;
- standards and methods deviating from those valid in the building industry or guidelines given by Euramax in respect of the processing, treatment and assembly of the materials or Goods.

15.4. In the event of the non, improper or late fulfilment by the Client of any obligation arising from the agreement concluded with Euramax or an agreement connected thereto, Euramax shall not be liable to honour any guarantee or pay compensation of any kind in connection with the agreements.

15.5. Any claim pursuant to this clause shall lapse should the Client, without the prior written permission of Euramax, proceed to repair or disassemble the Goods or carry out any other work on the Goods.

15.6. Should Euramax, in order to fulfil its guarantee obligations, replace the Goods or parts thereof, the replaced Goods or parts shall become its property.

15.7. No guarantee shall be furnished for Goods which have been installed or are used and/or consumed at a location situated within a radius of 1500 meters of a saltwater environment and/or within a perimeter of 1500 meters of installations that discharge chemical substances and/or other corrosive substances. This provision shall also apply should a situation as referred to in this sub-clause arise due to a change in circumstances.

15.8. The Client shall be obliged:

- to store the Goods in a meticulous and acceptable manner until these are processed;
- to comply with the relevant Euramax guidelines when converting or otherwise processing the Goods, which guidelines can be obtained free of charge on request;
- to assemble the Goods in such a way that no water will lie on the Goods.