

SHADEMASTER® Shelter Systems 10 YEAR LIMITED WARRANTY

The Company warrants the product to the original purchaser ("Customer") for a period of 10 years from the date of the original installation.

Covered

- Components of SHADEMASTER® Shelter Systems ("Products") are free from manufacturing defects.
- For valid claims made during the first or second year of the warranty period, the Company shall either repair or replace the defective Products or refund the full value of the defective Products supplied by the Company.
- For valid claims made during subsequent years of the warranty period, the Company will repair or replace the defective Products, subject to the Customer paying 30% of the original net purchase price for claims made during the third year, increased by 10% per year thereafter for claims made up to and including the eighth year, after which the increased Customer contribution shall be 5% per year.

Note: In regard to motors and circuitry, the Company shall provide to the Customer only the benefit of whatever warranty the Company is able to pass on from the original equipment manufacturer of the relevant motors and circuitry.

Not Covered

- Products which were not professionally installed by an authorised agent of the Company.
- Products which were not maintained at all times in accordance with the SHADEMASTER® Shelter Systems Care Instructions (a copy of which appears on the reverse of this Warranty).
- Conditions caused by normal wear and tear or to changes which occur normally with the passage of time, including the natural reduction in gloss, fading of colour or chalking of the finish of the Products over time".
- Conditions resulting from marine, corrosive or moisture-laden environments.
- Conditions caused by storm, tempest, earthquake, lightning, fire, failure or movement of supporting structures, mechanical impact or other outside causes or misuse.
- Parts of the Products which were not made or supplied by the Company.
- Any direct or indirect consequential damages.

Claims Process

- Any claims must be made by the Customer through the authorised agent from whom the Products were purchased.
- Claims must be accompanied by a dated proof of payment of the full purchase price.