

## CUSTOM MADE AWNINGS - MANUFACTURER'S WARRANTY

This product is covered by a manufacturer's warranty. This warranty is in addition to and sits alongside any rights already covered by current consumer guarantees, which cannot be excluded. It provides you with additional peace of mind in the purchase of this product.

We recommend that you immediately inspect the product that we provide to you, to ensure that the product is of acceptable quality and matches the description we have provided. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

For the purpose of this warranty, "defect" does not include (and we will not replace or repair products suffering from) damage caused by:

- Normal wear and tear.
- Abuse, misuse or accident.
- Exposure to the elements
  - (sun damage) or discolouration over time
  - Installations subject to salt spray or marine influences
  - Severe industrial or corrosive environments.
- Exposure to high humidity
  - Resulting in mould & mildew or warping.
- Failure to follow care instruction with respect to cleaning and/or maintenance.
- Extreme weather events or other acts of God
  - Do not leave awnings out in fresh winds as defined and/or rain, as it may damage your awning.
- Modifications made by any person other than a representative of Sydney Blinds & Screens that is not in compliance with the product, otherwise provided by Sydney Blinds & Screens.

## We warrant that the product will be:

- Fit for its intended purpose
- Safe and durable
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## What is covered by this warranty:

This product is warranted to be free from manufacturing defects for a period of 2 years.

- Any hardware used on the product (such as mechanisms, screws, headrails, cords) is warranted to be free of manufacturing defects for a period of 1 year.
- Any stainless steel hardware is warranted to be free of manufacturing defects and moisture related defects (rusting, oxidising etc.) for a period of 2 years.
- Any paint/stain/lacquer used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 2 years.
- Motors sold by Sydney Blinds & Screens are warranted to be free of manufacturing defects for a period of up to 5 years. (Please refer to our Motors manufacturer's warranty section)
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## The product is not covered by this warranty if you:

### **Change your mind**

- Please choose carefully, as refunds or exchanges are not provided if you have simply changed your mind or made a wrong selection.

### **Didn't explain what you wanted properly**

- Realise it isn't appropriate or isn't what you visualised.
- Use the product in an abnormal manner, or it is damaged by misuse or accident – including events beyond human control that happened after the product was supplied.

Use the product for other than its normal intended purpose (unless we specifically advised otherwise)

### **Cannot show that you purchased the goods from us**

- Proof of purchase can be provided by supplying your original purchase number.
- Other forms of proof may be taken into consideration where suitable.

## It is also NOT covered for:

- Damage caused by moisture, other than is found in normal atmospheric conditions
- Where the product is stated as having water resistant feature this point will not apply, subject to the conditions set out in product specifications. Wavering, cupping, 'V'ing or billowing in fabric, which is expected in all fabrics in varying degrees, depending on the individual properties of each particular fabric.

## IF YOU NEED TO MAKE A CLAIM - the following steps should be followed:

Contact our Customer Service Team by one of the following methods

Phone: 9636 1555

Email: [sales@sydneyblinds.com.au](mailto:sales@sydneyblinds.com.au)

- Place a warranty repair or replacement request
- Provide details of the issue, and any relevant order numbers and job name so that we can identify your particular order and assist you better.

If the goods need to be inspected first, the Customer Service Team will organise this with you.

## WHAT WE WILL DO:

Your goods will be inspected/repaired/replaced as we deem necessary, within a reasonable time. This time may vary, depending on reasons such as parts availability, incorrect fault description etc.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

If the problem is deemed to be a major failure, a replacement or refund is available to you. If a refund is provided to you, it will be made by the same method of payment that you used to make your purchase. Refunds will normally be processed within 7 days.

There may be circumstances where you are not entitled to a remedy. Where the product is assessed and found that it does not breach the consumer guarantee or the conditions of this warranty, you may be required to pay costs incurred for the assessment.

The product will be returned to you at your original installation address, unless it is being replaced, or it is no longer required / wanted.

## CARE LABEL

### PLEASE NOTE:

Our external fabric Awnings are marketed and sold as a Sun Shade. They are not designed or manufactured to withstand strong winds.

***Standard Awning & Pivot Arm Awnings*** must be raised before winds exceed 60km. ***Folding Arm Awnings*** must be raised before winds exceed 38km to protect your investment.

***In the event of extreme weather we recommend that you DO NOT leave your Folding Arm Awnings extended whilst absent from the property.***

**MOTORS:** Please refer to our Motors Warranties and select applicable product.

## AWNINGS – GENERAL CARE LABEL

- Please Note Do Not use during heavy rain or high winds.
- Do not retract a wet awning. Wait until completely dry.
- Regularly remove dust using a soft brush.
- Clean regularly with lukewarm soapy water and rinse off immediately with clean water.
- Dry with a clean soft cloth or sponge.
- Do NOT under any circumstances use abrasives, harsh chemicals or solvents to clean your awning

## FOLDING ARM AWNINGS – CARE LABEL

As per above in general care label plus:

- Periodically check your awning to ensure all nuts and bolts are tightened, if any are loose, tighten immediately.

## PIVOT ARM AWNING – CARE LABEL

As per above in general care label plus:

- Use good quality light oil to lubricate moving parts annually.