



SunShade

Manufacturer Warranty

SunShade is committed to bringing you products of the highest quality and value with our made-to-order manufacturing philosophy and Limited Warranty.

SunShade Louvred Roof Manufacturer's Warranty

SunShade provides the following limited material warranty for the roof system which is installed at the location shown on the signed SunShade Proposal. This warranty is subject to limitations, exclusions and conditions as detailed in this warranty certificate.

The louvres and all support components (beams, gutters and posts) are warranted for ten (10) years from the date of installation against defects in materials under normal use and service.

The power components (motor, solar panel, link bar, electronic controls, louvre pins, batteries etc) are warranted for ten (10) years (parts replacement only) from the date of installation.

This warranty is offered only to the original retail purchaser and is not transferable.

The warranty only applies to manufacturing defects in the products.

Stainless steel products are not warranted against rust.

The warranty covers residential and commercial applications.

Claims Procedure

Any claim under this warranty must be in writing and sent to info@sunshadeoz.com or mailed to 7 Jones Ave Toukley 2263 NSW Australia and received within 30 days of discovering claimed defect. This written notification must include a description of the defect, the address of the installed product, plus the date of installation and any supporting documentation or photographs. As SunShade must have a reasonable opportunity to inspect the claim, do not begin any repairs prior to said inspection or the terms of the warranty could be voided.

If, after inspection by SunShade it is determined that said defect is covered by the warranty, SunShade shall have one hundred and twenty (120) days to deliver to you a refund, repair, or new products to remedy the defective product as follows:

During the first (1) year of installation, SunShade has the option to repair, refinish, or replace the defective product at no cost to the homeowner.

From the second (2) year through the tenth (10) year, SunShade has the option to repair, refinish, or replace defective product, but the homeowner is responsible for shipping charges.

Exclusions and Limitations

SunShade does not warrant the qualifications of the person installing its products. Also, this warranty does not cover installation or any consequences of faulty installation, normal weathering, chalking, fading, corrosive atmosphere contaminated with chemical fumes or salt, or any act of God, explosions, vandalism or other causes beyond the control of SunShade.

SunShade does not warrant when aggressive environmental conditions are manifested. That includes, but is not limited to, black streaking on beams and louvres.

SunShade reserves the right to discontinue and make changes in any of its products. In the event that products covered by this warranty are not available, SunShade shall have the right to substitute products that in SunShade's discretion are of comparable grade, quality, or price.

THE LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH ARE DISCLAIMED AND THE PURCHASER'S RIGHTS ARE LIMITED TO THE TERM OF THIS WARRANTY. SunShade shall not be liable for any incidental, special or consequential damages, so the above limitations or exclusion may not apply to you. The obligations of SunShade set forth herein are the sole remedies available whether the claim is for negligence or breach of warranty.