

Standard Warranty

Shade**Factor**

Standard Warranty

These warranty periods apply to products with the date of invoice after 25th September 2023.

1. Contact Details

Should any of our Products not perform to the warranties provided below, please contact our experienced team on:

Shade Factor Pty Ltd
Contact Number: +61 3 9558 3006
Email Address: service@shadefactor.com.au

2. Warranty Conditions

- 2.1. Shade Factor Pty Ltd ABN 88 092 635 875 provides the following warranty for all Products purchased in Australia and New Zealand directly from Shade Factor or from an authorised Shade Factor reseller for use in domestic or commercial installations. Warranty is expressly excluded if purchased direct from the supplier or imported.
- 2.2. This warranty covers Shade Factor, Warema, ADI and Blindspace branded Products and applies to defects which have arisen solely from faulty materials, fabrics, parts or workmanship (including manufacturing and installation). For the avoidance of doubt, defects which arise as a result of the following are not covered by this warranty:
- (a) damage to Products that have been altered, modified, removed and/or reinstalled or tampered with in any way without instruction from Shade Factor;
 - (b) wind damage to Products manually operated;
 - (c) wind damage to motorised Products which
 - (i) have been damaged through a break in the power supply whereby the automatic wind protection has not operated;
 - (ii) have been damaged due to the customer altering the factory wind speed threshold set on a control unit by the installer or any act which has caused the wind sensor to read incorrectly; or
 - (iii) have been correctly triggered to automatically raise to the protected position, but are still moving to that position.
 - (d) damage by hail, animals, other acts of God or circumstances which cannot reasonably have been considered in the design of the Product;
 - (e) damage to Products resulting from uses outside the design intent of the Product;
 - (f) damage resulting from incorrect wiring;
 - (g) damage resulting from careless operating, maintenance by persons not authorised as Shade Factor and/or Warema product handlers or cleaning with non-prescribed cleaning agents.
- 2.3. The warranty excludes:
- (a) work we regard as maintenance, required because of normal wear and tear through normal product operation and use;
 - (b) the cost of removal/reinstallation and shipment to and from Shade Factor Pty Ltd where the Product is required to be returned for rectification.
 - (c) products ordered outside of Warema's maximum recommended sizes where a warranty renunciation has been signed by the retailer or customer.

- 2.4. The warranty commences on the date of invoice. In respect of contracts where multiple invoices apply the warranty commences on the date of progress claim applicable to the respective element of the works.
- 2.5. The warranty is in addition to all rights conferred by the respective state or federal law.
- 2.6. It applies to the original and any subsequent owner of the Product.
- 2.7. The warranty shall extend to goods used in accordance with the recommendations of Shade Factor. The Product may be repaired or replaced at the discretion of Shade Factor.
- 2.8. The buyer shall indemnify Shade Factor against all costs of demounting, reinstalling, transporting, insuring or any other cost other than the replacement of goods or parts of goods, which have failed under ordinary use.

3. Warranty Periods

Product	Warranty Period
Warema External Venetian Blinds	5 years
Warema Folding Arm Awnings	5 years
Warema Window Awnings (Vertical Awnings, EasyZip, Drop-Arm Awnings)	3 years
Warema Pergola Awnings	3 years
Warema Lamaxa Louvre Roofs	3 years
Warema Electrical Control Components	5 years
Other Warema Products not listed above	3 years
Caravita Umbrellas	5 years
Blindspace Products	2 years
ADI Products including vertical bi-fold screens, BeluTec horizontal bi-fold screens	5 years
Shade Factor Products including Skylight Blinds, Heritage Awnings	3 years

Note: Extended warranties are available on request at a surcharge. For project specific warranty details, please refer to your project paperwork.

4. How to Make a Claim

To make a warranty claim, email service@shadefactor.com.au the following information and documentation to Shade Factor as soon as possible, but no later than fourteen (14) days after you first become aware of the damage or defect:

- (a) proof of purchase (e.g. invoice or receipt) or certificate of occupancy or handover documentation for new homes;
- (b) photos showing the issue;
- (c) your contact details including full name, address of installation, contact telephone number, email address;
- (d) product with detailed description of the issue.

Victoria

Boonwurrung Country
6 Plane Tree Avenue
Dingley Village VIC 3172
03 9558 3006

New South Wales

Kuring-gai Country
7A Green Street
Brookvale NSW 2100
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service@shadefactor.com.au

ShadeFactor

