

# LUXAFLEX® CLASSIC POLYRESIN® SHUTTERS

## 20 YEAR LIMITED WARRANTY



### 20 Year Warranty on Shutter Frames and Shutter Panels

The Manufacturer; Luxaflex® Window Styling, warrants Luxaflex® Classic Shutters (collectively or individually,) the “Shutters” against such defects in material that might result in blistering, peeling, flaking, corroding, and fading of the shutter frame or panel members for a period of 20 (twenty) years from the date of delivery. This Limited Warranty on the Vinyl frames and Vinyl panels shall remain in effect only if normal cleaning practices are followed periodically (see section entitled “Maintenance and Cleaning”),

### 5 Year Warranty on Hardware

Luxaflex® Window Styling warrants that the hardware will remain in good operational condition for a period of 5 (five) years from the date of delivery.

### General Conditions

This Warranty must be validated by having the attached registration Certificate completed by the installer and the Original Owner of the Shutters and received by Luxaflex® Window Styling no later than 30 (thirty) days after the completed installation. This will ensure that the Original Owner of the premises at which the Shutters are installed (The “Owner”) is entitled to this Warranty.

To the maximum extent permitted by applicable law, this Warranty is the only warranty applicable to the Shutters and excludes all other express or implied warranties, whether statutory or otherwise. No person is authorised to give any further representation or warranty or assume any further obligation with respect to the Shutters.

### Product Use

This Warranty applies only in respect to Shutters used strictly for the purpose for which they were intended i.e. window coverings for residential dwellings. Shutters ordered for interior use may not be used on the exterior of dwellings nor be directly exposed to the elements. Where shutters are used in commercial environments this limited warranty is not applicable and a separate warranty period must be negotiated with Luxaflex® Window Styling at the time of quotation. Shutters are intended to provide light control only and may have light lines of varying sizes between louvers. Shutters are neither intended nor guaranteed to provide black out conditions when closed.

### Warranty Limitations

Luxaflex® Window Styling’s liability is limited solely and exclusively to repair or replacement, at the option of Luxaflex® Window Styling, and under no circumstances will Luxaflex® Window Styling be liable for incidental or consequential damages or charges such as, but not limited to, labour costs for any purpose, transport costs to the factory, inconvenience, damage or injury to persons or to property, or any other expense.

### Replacement Parts or Repairs

Luxaflex® Window Styling reserves the right to discontinue or change any Shutter as currently manufactured. If an exact replacement part is not available, Luxaflex® Window Styling reserves the right to substitute parts of equal quality at its sole option.

### Exclusions from Warranty Coverage

The following are excluded from coverage under this Limited Warranty:

1. This warranty is only applicable to the original owner of the shutters and is not transferable.
2. Exposure to air pollutants and normal atmospheric conditions may cause all vinyl surfaces to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered by Luxaflex® Window Styling’s Warranty.
3. Any defect, malfunction, or failure to perform which has occurred because of unreasonable use, improper application, or failure to perform reasonable or necessary maintenance.
4. Any damage to the Shutters or components of the Shutters caused by settlement or structural defects of the building in which they are installed.
5. Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants.
6. Damage caused by improper handling or installing.
7. Damage to any Shutter which has been repaired or modified, or attempted to have been repaired or modified, by any person other than a duly authorised representative of Luxaflex® Window Styling.
8. Shutter panels made without divider rails or which are too wide, too high, or over the maximum square metreage are not covered by this warranty.

### Effective Date of Limited Warranty

This Warranty will take effect from the date the delivery of the Shutters has been completed at the premises of the authorised distributor identified in the Registration Certificate. The Registration Certificate must be received by Luxaflex® Window Styling no later than 30 (thirty) days after the date of installation.

### Maintenance and Cleaning

Vinyl materials require little maintenance. However, surfaces may become dirty. Normal maintenance requires washing with mild soap and water using a soft cloth. For difficult to remove dirt and stains water-based household cleaners can be used. Chlorine-based cleaners or other cleaners containing organic solvents could affect the surface appearance and durability of The Shutters and may not be used.

### Procedure and Conditions of Limited Warranty Remedy

Repairs are done at the Luxaflex® Window Styling plant. Shutters must be transported to Luxaflex® Window Styling at the address indicated below. Luxaflex® Window Styling will not be responsible for any costs incurred in transporting Shutters to and from the Luxaflex® Window Styling plant, 264 Fabriek Street, Strijdom Park, Randburg, Gauteng.

In the event that Luxaflex® Window Styling’s obligation under this Limited Warranty is sought the Owner must notify the Dealer/Distributor indicated on the Registration Certificate in writing within 30 (thirty) days after the defect has first appeared, such notification **must contain** the following:

1. Name and address of the Owner.
2. Date of installation and address where shutters are installed.
3. A copy of the distributor’s invoice, which should include the factory job number.
4. The factory job number.
5. A brief description of the defect.

If the Dealer/Distributor determines that the defect should be covered by this Limited Warranty, the Owner may, at his or her own expense, arrange for delivery of the Shutters to the Dealer/Distributor and in turn to the Luxaflex® Window Styling plant for repairs. Upon inspection, Luxaflex® Window Styling will determine whether the defect is covered by the Limited Warranty. If the defect is covered by the Limited Warranty, the product will be repaired or replaced at the discretion of Luxaflex® Window Styling.

If the defect is not covered by the limited warranty, Luxaflex® Window Styling will inform the dealer/distributor of costs and options related to the defect. Dealer Authorisation is required before Luxaflex® Window Styling will repair, modify, or replace a product not covered by the terms of this Limited Warranty. Any costs or charges will be billed to the dealer/distributor. The dealer/distributor will be responsible to collect these charges from the Warranty Holder.

**WARRANTY**



window styling

**LUXAFLEX® CLASSIC SHUTTERS**

To: The Original Owner

\_\_\_\_\_  
Owner's Name

\_\_\_\_\_  
Address Where Shutters Are Installed

\_\_\_\_\_  
Distributor's Name

\_\_\_\_\_  
Date Purchased

This Warranty applies to Shutters used strictly for the purpose for which they were intended and is subject to the terms and conditions in the master warranty



**LUXAFLEX® CLASSIC SHUTTER WARRANTY REGISTRATION CERTIFICATE**

\_\_\_\_\_  
Owner's Name

\_\_\_\_\_  
Address Where Shutters Are Installed

\_\_\_\_\_  
Distributor's Name

\_\_\_\_\_  
Date Purchased

\_\_\_\_\_  
Distributor's Invoice Number

\_\_\_\_\_  
Factory Job Number

Please complete and mail bottom section to:

Luxaflex® Window Styling, PO Box 96, Randburg, 2125

Alternatively Scan and E-mail as a PDF to:

[luxaflex@hd-sa.co.za](mailto:luxaflex@hd-sa.co.za)