

**Hunter Douglas SA (Pty) trading as Luxaflex South Africa**

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## **Luxaflex® Window Fashions    JOB NR: 5 Year Limited Guarantee**

**Dear Customer,**

We thank you for choosing a Luxaflex® product. In the event that the Luxaflex® product guarantee service is needed, please first contact the dealer from whom the product was purchased. Alternatively, you may contact a member of our authorized Luxaflex® service network.

### **Your Guarantee**

We guarantee that all Luxaflex® window covering products are free from material and assembly defects, provided that such products were properly installed by a recognized installer and are used in a domestic situation. The guarantee is limited to the original purchaser, after submitting the original guarantee document which displays the guarantee sticker. Fabrics, Wood and cords used in Luxaflex® window covering products are warranted for a period of three years from the date of purchase. For electrical components this guarantee applies for two years. For repairs conducted by us, this guarantee applies for three months. For non-domestic applications, we refer you to our general sales conditions. Our obligation is limited to repair or replacement of the defective materials or components with identical or comparable components. Within two years of purchase, all guarantee service will be free of charge, but excludes removal and re-installation. During the following three years, the guarantee is limited to the replacement of defective parts, but excludes removal, fabrication, assembly, re-installation and transportation costs.

### **Conditions**

Damage to a Luxaflex® product as a result of normal wear and tear, incorrect or non-expert assembly, alteration, removal, re-installation, exposure to the elements, motorization, accident, misuse and errors or negligence regarding measurements, cleaning or maintenance is excluded from this guarantee. Luxaflex® wood products and Luxaflex® fabrics can deviate from our sample materials. Variations in colour and structure and changes in colour over time, either through direct or indirect exposure to sunlight or otherwise, are natural characteristics and are excluded from this guarantee.

Luxaflex® wood products are made from natural timbers and can deviate from our sample material. Differences in colour and structure and changes in colour through exposure to sunlight are characteristic of real wood and are excluded from this guarantee. Areas with high levels of heat and humidity can accelerate the aging process and cause the wood to warp. The changes are also excluded from the guarantee.

This guarantee is exclusive and in lieu of all other obligations, liabilities or warranties. We are not liable for any direct damages other than as described above or for any indirect, incidental or consequential damages, loss or expenses.

This guarantee does not affect your statutory rights under applicable laws in force or your rights against the dealer arising from your sale and purchase contract.

A handwritten signature in black ink, appearing to read 'Elizma Buys', is written over a faint circular stamp or watermark.

**Elizma Buys**

**GM**

Luxaflex SA