



LIVING ALFRESCO

WARRANTY

The Alfresco
Roman Awning &
Cable Shade Kit.

WARRANTY CONDITIONS

1. Living Alfresco Australia PTY LTD provides the following warranty for all Products purchased in Australia and New Zealand directly from Living Alfresco Australia PTY LTD or from an authorised reseller for use in domestic or commercial installations. Warranty is expressly excluded if purchased direct from the supplier.

- a) This warranty covers Alfresco 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 because of the following are not covered by this warranty:
- b) damage to Products that have been altered, modified, removed and/or reinstalled or tampered with in any way without instruction from Living Alfresco;
- c) wind damage to Products manually operated.
- d) wind damage to motorised Products which
- e) have been damaged through a break in the power supply whereby the automatic wind protection has not operated.
- f) 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
- g) have been correctly triggered to automatically raise to the protected position but are still moving to that position.
- h) damage by hail, animals, other acts of God or circumstances which cannot reasonably have been considered in the design of the product.
- i) damage to Products resulting from uses outside the design intent of the Product.
- j) damage resulting from incorrect wiring.
- k) damage resulting from careless operating, maintenance by persons not authorised as Living Alfresco product handlers or cleaning with non-prescribed cleaning agents.
- l) CLEANING regularly (see provided cleaning instructions)

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 Living Alfresco Pty Ltd where the Product is required to be returned for rectification.
- c) products ordered outside of Living Alfresco maximum recommended sizes where a warranty renunciation has been signed by the retailer or customer.
- d) 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.
- e) The warranty is in addition to all rights conferred by the respective state or federal law.
- f) It applies to the original owner of the Product.
- g) The warranty shall extend to goods used in accordance with the recommendations of Living Alfresco. The Product may be repaired or replaced at the discretion of Living Alfresco.
- h) The buyer shall indemnify Living Alfresco 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.

PRODUCT WARRANTY PERIOD

Alfresco Overhead Roman Canopy - 24 months

HOW TO MAKE A CLAIM

To make a warranty claim, email hello@livingalfresco.au the following information and documentation to Living Alfresco 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.