



MAGNETIC BLIND WARRANTY

The warranty is provided for the between glass blinds, i.e., the blind system that is located between the two glasses (the Product) and the sealed unit.

Liability under this warranty is in two parts. The replacement of the Product in the cases where this warranty applies and the sealed unit should this break down.

This warranty shall be valid for a period of 10 years following the date of purchase of the product and sealed unit subject to the following terms

During the first five years following the purchase date, warranty coverage is 100% of the replaced product and sealed unit

During the sixth & seventh year following the purchase date, warranty coverage is 50% of the replaced product and sealed unit

During the eighth through the tenth year following the purchase date, warranty coverage is 25% of the replaced product and sealed unit.

Any claims made under this warranty will only be handled subject to the submission of the purchase invoice of the defective item also showing the purchase date.

This warranty shall only apply to manufacturing or material defects in the Products.

The warranty will not cover:

- The cost of removal and/or reinstallation of the Product or glasses.
- If the guide rails that are supplied are not correctly installed, the warranty is invalid.
- For blinds with factory-fitted guide rails, if guide rails are removed, the warranty is invalid.
- Damages resulting from abuse, misuse, accidents or alterations to the Product or glasses.
- Damages resulting from failure to follow the instructions with respect to the Product, including in relation to measurement, proper installation, cleaning, maintenance and making changes in the structure of the double glazed unit.
- Damages due to exposure of the Product to any chemicals.
- Damages due to the exposure of the Product to variable thermal conditions, including fractures resulting from tension created by local or partial heating units, large temperature variations and/or barometric pressure changes and geographical altitude.
- Defects in the Product in any case where the insulating double glazed unit was harmed or the units were not placed in a vertical position.
- Defects to the Product or the Glasses due to the ladder cords touching a coated glass. It is up to the user to make sure that the ladder cords never touch any coated glass.
- The company cannot be held responsible to exposure to intense, direct and prolonged periods of sunlight - where the units are positioned in direct sunlight we recommend the blinds are only raised/lowered in the tilted position and that a lighter slat colour is chosen
- Irregularity in the Product where the slats do not sit centrally within the Cassette after installation.
- The internal ladder cord distorting as the blind is being stacked and causing irregularity in the stack.





MOTORISED BLIND WARRANTY

The warranty is provided for the between glass blinds, i.e., the blind system that is located between the two glasses (the Product) and the sealed unit.

Liability under this warranty is in two parts. The replacement of the Product in the cases where this warranty applies and the sealed unit should this break down.

This warranty shall be valid for a period of 10 years following the date of purchase of the product and sealed unit subject to the following terms

During the first 2 years following the purchase date, warranty coverage is 100% of the replaced product and sealed unit. After the 2 year the warranty on the product (integral blind and all components) is ended.

During the period after two years up until the end of the seventh following the purchase date, warranty coverage is 50% of the replaced sealed unit.

During the eighth through the tenth year following the purchase date, warranty coverage is 25% of the replaced sealed unit.

Any claims made under this warranty will only be handled subject to the submission of the purchase invoice of the defective item also showing the purchase date.

This Warranty shall only apply to manufacturing or material defects in the Products.

The warranty will not cover:

- The cost of removal and/or reinstallation of the Product or glasses.
- Damages resulting from abuse, misuse, accidents or alterations to the Product or glasses
- Damages resulting from failure to follow the instructions with respect to the Product, including in relation to measurement, proper installation, cleaning, maintenance and making changes in the structure of the double glazed unit.
- Damages due to exposure of the Product to any chemicals.
- Damages due to the exposure of the Product to variable thermal conditions, including fractures resulting from tension created by local or partial heating units, large temperature variations and/or barometric pressure changes and geographical altitude.
- Defects in the Product in any case where the insulating double glazed unit was harmed or the units were not placed in a vertical position.
- Defects to the Product or the Glasses due to the ladder cords touching a coated glass. It is up to the user to make sure that the ladder cords never touch any coated glass.
- The company cannot be held responsible to exposure to intense, direct and prolonged periods of sunlight - where the units are positioned in direct sunlight we recommend the blinds are only raised/lowered in the tilted position and that a lighter slat colour is chosen
- Irregularity in the Product where the slats do not sit centrally within the Cassette after installation.
- The internal ladder cord distorting as the blind is being stacked and causing irregularity in the stack.