

horiso[®]

Warranty - Specialty Venetian Blinds - 80 & 100 Horiso N

Warranty statement

This warranty statement has been prepared according to ACL (Australian Consumer Law) Amendment Regulation 2010 (1/Schedule 3) required from the 1st January 2012.

Horiso® guarantees that all products are free from material and assembly defects provided the products are used in the manner for which they were designed. This warranty will not include any indemnity relating to any other consequential or economic damages or loss of any nature whatsoever that may have arisen from defective item.

Conditions of warranty

- 1 Product has been paid in full. Property of goods supplied will not pass to purchaser until they or other goods supplied by Horiso® have been paid in full. Warranty is also void under this circumstance.
- 2 Warranty period starts from date stipulated on the invoice, not from the date of any subsequent service.
- 3 Warranty does not cover any damage or material failure resulting from, but not limited to:
 - a normal weathering or wear or tear
 - b adverse exposure
 - c corrosion or mildew
 - d accidental and / or intentional damage
 - e wind blown objects
 - f fire / flood / wind / rain / hail storm
 - g physical factors
 - h structural defects
 - i negligent installation, maintenance, misuse or abuse.
- 4 Warranty is void or not valid if damage is caused by (but not limited to):
 - a installation of incompatible or non recommended components / accessory items
 - b failure to follow size recommendation, measurements, cleaning and maintenance instructions
 - c installation by a third party (ie unauthorised installer or Do It Yourself installation) or any occurrences beyond the control of Horiso®
 - d electrical wiring / work carried out by an unlicensed person
 - e harmful cleaning compounds to clean the products
 - f product being altered or adapted in any way.
- 5 The warranty claim must be accompanied with the paid invoice as well as details regarding the nature of the problem.
- 6 Warranty is limited to the repair or replacement of the defective material or component at Horiso®'s option. The following shall not be considered defects in material or workmanship:
 - a stitching coming apart (this is considered wear and tear after two years)
 - b variation in gloss factor of paint
 - c variation in powder coating colours
 - d veins or white traces on acrylic fabric.

- 7 Should warranty service be requested and subsequently found NOT to be covered under the terms of this warranty, Horiso® reserves the right to charge a service / labour fee plus parts and travel.

Scope of warranty	1 YR	5 YR
Frame work (excludes corrosion)		✓
Powder coating (refer to Dulux website for exclusions)		✓
Components (including lifting mechanism, bearing & ladder cords)		✓
Lifting tapes	No Warranty	
Specialty Venetian Blind slats (excludes corrosion)		✓
Motors (limited manufacturer's warranty. Not covered if water damaged or burnt out)	Dependent on manufacturers' warranty	
Electronics & controls		✓
Electrical disconnection & re connection	No Warranty	
Labour (assembly, repair or call out)	✓	
Installation & reinstallation of product	No Warranty	
Charges for hire of access equipment (even when product is under warranty)	No Warranty	
Consequential damage or loss	No Warranty	

This guarantee shall be interpreted and applied subject to the operation of all applicable statute (the provisions of which cannot be excluded by the parties), including, if applicable, the Trade Practises Act 1974 and similar State legislation. With the exception of the matters outlined in this document, all other implied terms, guarantees and conditions are hereby excluded.

To obtain warranty service, please contact the Horiso® distributor from whom you purchased the product and provide proof of purchase.

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