

## Limited 10 Years SunLouvre Pergolas par/by ID 224 Warranty

The components of the SunLouvre Pergolas product are guaranteed by Importation Distribution 224 inc. ("ID 224") against any manufacturing defects for a period of 10 years including aluminum and the manual opening and closing mechanisms of the louvres.

To benefit of the warranty, the installation of the SunLouvre Pergolas product must have been completed by a technician authorized by ID 224.

This warranty applies from the date of installation, subject to the registration of the SunLouvre Pergolas product as indicated in the "warranty conditions" below.

The warranty is extended only to the original purchaser ("Customer") and is not transferable.

The warranty is, in all cases, limited to the price paid for the product.

The warranty includes SunLouvre Pergolas authorized installer labor for a period of one year from the date of installation of the pergola.

The warranty is only applicable in Canada.

### Warranty conditions

To activate the SunLouvre Pergolas limited warranty, the product registration must have been duly completed within 30 days after the date of the installation of the product, either online at [www.sunlouvrepergolas.com/registration](http://www.sunlouvrepergolas.com/registration) or by returning the form below by mail to the ID 224 Head Office address below with a copy of proof of purchase.

### The warranty of the SunLouvre Pergolas product does not apply:

- a) To damage due to acts of God or force majeure, including without limitation: change of color caused by the sun and the salt, any damage resulting from smoke, fire, exceptional climatic conditions such as deep frosts, heavy snow, violent winds, lightning, heavy rain, black ice, hurricanes, ground movement, flooding, overflow of any stream as well as vandalism.
- b) To damage, direct or indirect, resulting from the negligence of the Customer, improper maintenance or improper use of the product, including without limitation, a source of direct or indirect heat, deletions, modifications and/or additions made by the Customer, and a charge of any weight on the rafters and the structure of the SunLouvre Pergolas.
- c) To damage, direct or indirect, resulting from an installation made by the Customer or an unauthorized technician.
- d) To damage, direct or indirect, resulting from an installation or improper storage, maintenance or use by any person who does not meet the guidelines referred to by the "SunLouvre Pergolas Maintenance Guide" of ID 224.
- e) When SunLouvre Pergolas is installed on a concrete slab or other surface and is attached to the residence, damages, direct or indirect, resulting from movements in such a concrete slab or surface.
- f) To the installation of the structure.
- g) To the motor(s), if any.
- h) To installations made by a technician non-authorized by ID 224.
- i) To the assembly and the efficiency of the components when the installation is not made by a SunLouvre Pergolas authorized installer.
- j) The cost of packing, dismantling, storage, transport and handling.

### The warranty for accessories (if any)

The motor is guaranteed for a period of 1 year if purchased together with your SunLouvre Pergolas product.

### Other conditions affecting the warranty

The application of the warranty is suspended without notice or delay if the customer or reseller has financial obligations in default to ID 224 and remains suspended until the customer or reseller has not fully paid his financial obligations to the satisfaction of ID 224.

Buying a SunLouvre Pergolas replacement part does not have the effect of extending the duration of the warranty.



**ID 224**  
231, rue Saint-Charles Sud, suite 343  
Granby (Québec) J2G 9M6  
514 816-1605

## Limited 10 Years SunLouvre Pergolas par/by ID 224 Warranty (next)

### Warranty claims

Any claims under this warranty must be made in writing and received at **ID 224**, by email to the following address: [info@sunlouvrepergolas.com](mailto:info@sunlouvrepergolas.com), and within 30 days of discovery of the defect. This written notification must include the name and address of the **Client**, a detailed description of the defect, photos to support the claim, the date of installation, the date of the observation of the defect, the address where the product is installed, the name of the installer and the address of the retailer and a copy of the invoice.

**ID 224** will have the right to inspect the structure and the product upon receipt of a warranty claim. Therefore, avoid any repairs before the inspection by **ID 224**. Any repairs or alterations to the product before the inspection could cancel the said warranty.

After inspection, if **ID 224** determines that the warranty is applicable, **ID 224**, at its sole discretion and at its expense, will replace or repair the product, or refund any amount paid by the **Client** for the purchase of the SunLouvre Pergolas product, all within 180 days of receipt of the warranty claim. All labor charges generated by **ID 224** must be paid by the **Client** after one year of the date of installation.

In case of replacement of the product, if the same product is no longer available, it will be replaced by a product with a value equivalent to that product being replaced at the time of the initial purchase.

### Warning

This written warranty is considered as an official document and replaces all other warranties and conditions mentioned or given previously by **ID 224** to the **Client**, whether written or oral. **ID 224** will not be held responsible, in any case, for the replacement cost of another product and / or operating loss directly or indirectly. This warranty shall be governed by the law of the province of Québec, Canada.

**By signing the herein warranty form, the "Client" acknowledges having read the above SunLouvre Pergolas Warranty.**

### Warranty registration form

By returning this SunLouvre Pergolas system Warranty registration form, to be completed online or returned by mail, indicates that I have read and accepted the terms of this Warranty and have read and agreed to follow the **SunLouvre Pergolas Maintenance Guide**, a copy of which was given to me concomitantly with the warranty.

Date of invoice: \_\_\_\_\_ Invoice #: \_\_\_\_\_  
Store name: \_\_\_\_\_ City: \_\_\_\_\_  
Pergola model: \_\_\_\_\_ Dimensions of the pergola: \_\_\_\_\_  
Color of the pergola: \_\_\_\_\_  
Date of installation: \_\_\_\_\_ Name of installer: \_\_\_\_\_  
Name and surname of the customer: \_\_\_\_\_  
Email: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
Address of the installation (# and street name): \_\_\_\_\_  
City: \_\_\_\_\_ Province: \_\_\_\_\_  
Postal Code: \_\_\_\_\_  
Comments: \_\_\_\_\_  
Buyer's signature : \_\_\_\_\_ Date: \_\_\_\_\_

SUBMIT THE FORM: [info@sunlouvrepergolas.com](mailto:info@sunlouvrepergolas.com)

OR RETURN BY MAIL: ID 224, 231, rue Saint-Charles Sud, Suite 343, Granby, Québec, Canada J2G 9M6