

Limited 10-years warranty – SunLouvre Pergolas

The components of the **SunLouvre Pergolas** product are guaranteed by **SunLouvre Pergolas** against any manufacturing defects for a period of 10 years including aluminum and the manual opening and closing mechanisms of the louvres.

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

This warranty applies from the date of installation, subject to 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 labor by an authorized **SunLouvre Pergolas** installer for a period of one year from the date of installation of the pergola.

The warranty is applicable in Canada only.

Warranty conditions

To activate the **SunLouvre Pergolas** limited warranty, the product registration must have been duly completed within 30 days after the date of installation of the product, either online at www.sunlouvrepergolas.com/registration or by returning the warranty registration form, available online, by regular mail to the **SunLouvre Pergolas** Head Office at 859, rue Bernard, Granby, Québec, J2J 0H5 with a copy of the proof of purchase.

The limited 10-years 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 sun and salt, any damage resulting from smoke, fire, exceptional climatic conditions such as, without limitation, deep frosts, heavy snow, violent winds, lightning, heavy rain, black ice, hail, 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 any weight load on the louvers and the structure of the **SunLouvre Pergolas** product.
- c) To damage, direct or indirect, resulting from installation done by the **Customer** or a technician not authorized by **SunLouvre Pergolas**.
- d) To damage, direct or indirect, resulting from installation or improper storage, maintenance or use by any person who does not meet the guidelines referred to by the "**SunLouvre Pergolas Maintenance Guide**".
- e) When the **SunLouvre Pergolas** product is installed on a concrete slab or other surface and is attached to the building, to damage, direct or indirect, resulting from movements in such a concrete slab or surface.
- f) To the installation of the structure after one year following the date of installation.
- g) To any motor(s), lights and electrical parts, if any, installed with the **SunLouvre Pergolas** product.
- h) To installations done by a technician not authorized by **SunLouvre Pergolas**.
- i) To the assembly and the efficiency of the components when the installation is not done by a **SunLouvre Pergolas** authorized installer.
- j) To damage, direct or indirect, that may be caused by the **Customer's** structure on which the **SunLouvre Pergolas** product has been installed.
- k) To runoff or water infiltration between the wall and the pergola in the case of an installation attached to a building.
- l) To the cost of packing, dismantling, storage, transport and handling the **SunLouvre Pergolas** product.

The warranty for accessories (if any)

The motor, its applications if any, lights and/or electrical elements are guaranteed for a period of one (1) year from the effective date of this warranty, if purchased simultaneously with a **SunLouvre Pergolas** product.

Other conditions affecting the warranty

Application of the warranty shall be suspended without notice or delay if the **Customer** or **Reseller** has financial obligations in default to **SunLouvre Pergolas** and shall remain suspended until the **Customer** or **Reseller** has met these financial obligations to the satisfaction of **SunLouvre Pergolas**. Buying a **SunLouvre Pergolas** replacement part does not have the effect of extending the length of the warranty.

Warranty claims

Any claims under this warranty must be made in writing, and received at **SunLouvre Pergolas** by email to the following address: info@sunlouvrepergolas.com, within 30 days of discovery of the defect. This written notification must include the name and address of the **Customer**, a detailed description of the defect, photos to support the claim, the date of installation, the date the defect was discovered, the address where the product is installed, the name of the installer and the address of the reseller and a copy of the invoice.

SunLouvre Pergolas will have the right to inspect the structure and the product upon receipt of a warranty claim. Therefore, any repairs are to be avoided before the inspection by **SunLouvre Pergolas**. Any repairs or alterations to the product before the inspection may void said warranty at the sole discretion of **SunLouvre Pergolas**.

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

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

Warning

This written warranty is considered an official document and replaces all other previous warranties and conditions, written or verbal, mentioned or given to the **Customer** by **SunLouvre Pergolas**. **SunLouvre Pergolas** will not be held responsible, in any case, for the replacement cost of another product and/or for any direct or indirect operating loss. This warranty shall be governed by the law of the province of Québec, Canada.

Customer Service
SunLouvre Pergolas
514-816-1605
info@sunlouvrepergolas.com

SunLouvre Pergolas is a brand operated by ID 224 inc.