

# WARRANTY TERMS AND CONDITIONS

## NV RENSON® SUNPROTECTION-PROJECTS AND NV RENSON® VENTILATION

### Warranty Period

NV RENSON® SUNPROTECTION-PROJECTS AND NV RENSON® VENTILATION (hereinafter "RENSON®") provide their installers with a warranty valid on the goods delivered to them for two (2) years from the date of production covering all defects that may occur during normal use and maintenance of the delivered goods.

### Reporting Period

All defects must be reported no more than two (2) months after the defect is observed, by email/registered mail sent to the installer of the good.

### Terms and Conditions

#### *General*

The warranty of RENSON® shall only be valid if the good was installed according to the instructions provided by RENSON®, and if it is used and maintained by the user "with due diligence" and according to the instructions in the manual.

The warranty of RENSON® shall not be valid in cases of damage due to improper use and inadequate maintenance. "Improper use" shall be understood as any misuse, unsafe behaviour, wrong or forced use and unprescribed adjustments or modifications to the good and/or parts thereof.

The warranty supplied by RENSON® shall likewise not apply in the event of damage due to defects caused by transport or storage on the work site, defects caused by unauthorised repair by third parties, damages caused by third party parts used that are nonconforming or not recognized by the technical department of RENSON®, intense exposure to harmful environmental conditions, assembly with insufficiently sturdy fastening materials, abnormal weather conditions (storm, hail, water, lightening and fire damage), violence and acts of war and in the event of anomalies specific to the good that do not prevent its operation.

#### *Ventilation*

The warranty is likewise not valid in the event of damage due to paint, drilling, temporary or permanent modification of environmental factors, penetration of construction waste, injection of goods other than those which are suitable, use of corrosive fluids or solvents, exposure to chemicals, exposure to a harsh industrial environment with resulting damage, corrosion due to exposure to an environment with high environmental salt levels, disassembly/opening of the good by the user, voltage peaks on the power network and installation in applications for which the good was not designed by RENSON®.

#### *Sun Protection Systems*

The warranty shall not apply in the event of improper use or installation (including but not limited to defects in the underlying structure, defects in the manner in which the sun protection or continuous louver systems are attached to the underlying structure or defects caused by attachment of certain objects on the assembly); inadequate maintenance of the sun protection or continuous louver systems; defects caused by improper interventions performed by the installer or third parties, such as defects following installation and assembly of the sun protection or continuous louver systems; defects caused by wind loads or other natural elements on the sun protection or continuous louver systems; installation of the sun protection system with components other than those supplied by RENSON®; damage caused by broken glass (for example due to incorrect assembly or uneven heating of the glazing); exposure to a harsh industrial environment with resulting discolouration or damage; corrosion on the grooves due to exposure to an environment with high environmental salt levels and overstepping of the technical limits for use of the good (as stated in the manual).

## **Scope of the Warranty**

Upon receipt of the good from the installer, RENSON® shall inspect the good and decide whether the defect is covered by its warranty.

If the defect is covered by the warranty supplied by RENSON®, RENSON® shall service the good and, if necessary, repair or replace the defective good (at the discretion of RENSON®), and/or deliver parts to the installer to replace any defective parts, to be assembled by the (installer). Such repair or replacement of a defective good falls under the warranty for the duration of the remaining warranty period.

The RENSON® installer may not claim any other compensation or indemnification, such as assembly costs, from RENSON®. The installer shall be responsible for transport of the defective goods to the workshops of RENSON®.