



## Limited 25-year warranty on AuEnv Shutters

AuEnv Shutters are warranted against defects in materials for the following specified warranty periods from the date of the initial installation. Any warranty claims must be accompanied by proof of purchase as well as the details of the problems. To obtain any warranty service, please contact your retailer / distributor.

This Limited Warranty shall remain in effect only to the original end user (not transferable to a third party) when care practices are followed during the warranty period. This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall AuEnv be liable for incidental or consequential damages, or for any expenses associated with such damages. If a product defect arises under this warranty, the end user may make a valid claim with AuEnv Authorized Dealer, within a reasonable time frame of 30 days. This is subject to the conditions and limitations set forth by AuEnv, at its sole discretion, either repair or replace any part (if and when available) of the product that proves defective by reasons of defect in materials. Repair or replace will be made only with like or similar parts that are available. This warranty does not include any shipping charges nor for any labor costs, including but not limited to the cost of measuring, installation, removal and/or reinstall the products or trip charges.

The effective date of this Limited Warranty automatically goes into effect 5 days after the initial completed installation of the AuEnv Shutters and will entitle only to the end user for the benefits of this Limited Warranty. The Limited Warranty in this document is only applicable to AuEnv Shutters and is granted in lieu of any warranties.

- 1) **Product Use** - This Limited Warranty applies only in respect to AuEnv Shutters used strictly for the purpose for which they were intended
- 2) **Limited Warranty Limitations** - AuEnv liability is limited solely and exclusively to repair or replace defective part at the sole option of AuEnv and under no circumstances will AuEnv be liable for any incidental or consequential damages such as, but not limited to, labor costs for any purposes, inconvenience, damage or injury to persons or property, or any other expense or liability.
- 3) **Replacement Parts or Repairs** - AuEnv reserves the right to discontinue or change any AuEnv Shutters as currently manufactured. If AuEnv determines to make a replacement part under the terms of this Limited Warranty and an exact replacement part is not available, AuEnv reserve the right to substitute a part or parts of equal quality at its sole discretion and option.

### Limited Warranty Coverage Exceptions and Exclusions:

The following are excluded from coverage under this Limited Warranty:

1. Any damage caused by environmental, air pollutants, and normal atmosphere conditions that may cause all surfaces of the product and materials to gradually suffer an accumulation of sand, dirt, grime or stains, extreme heat or extreme humidity or heavy perspiration. These are normal occurrences and are not covered under AuEnv's Limited Warranty.
2. Any defect, malfunction, or failure of the AuEnv Shutters to perform in the manner in which they are designed resulting from unreasonable use, improper handling and installation, improper maintenance and cleaning practices, improper storage, improper wiring, misuse, abuse, normal wear and tear, and abnormal mechanical conditions.
3. Any damage caused by tornadoes, hail, lightning, or other acts of God, intentional acts, accidents, or exposure to harmful chemicals or pollutants, fire, contact with food, or buyer's remorse.
4. Any damage to AuEnv Shutters or components of the shades caused settlement or structural defects of the building in which they are installed. AuEnv is not responsible or liable for the installation of the product.
5. Any AuEnv Shutters that has been altered, repaired, modified, or disassembled by any persons.
6. AuEnv Shutters are manufactured to industry standards and therefore, minor imperfections that are not noticeable from a distance of 3 feet in normal installations are not considered defects.
7. Any damage from warping or shrinking of the product may occur if the product has prolonged exposure to excessive heat over 120 degrees Fahrenheit. Such applications where the product will be subject to prolonged heat exposure over 120 degrees Fahrenheit are considered application error and will void the limited warranty.
8. Discoloration or fading, chipping, or cracking, caused by any exposure to the elements of the sun, moisture, and/or water is normal on paints and stains.

### Claim Procedure and Condition of Limited Warranty

To make a valid and proper claim under this Limited Warranty, the original end user must notify the Dealer from which it was purchased from in writing within Thirty (30) days after the defect is first detected. Such notification must contain the following:

1. Name and address of the original end user
2. Date of the installation
3. Brief description, order number, and pictures / images provided of the defect

The dealer will work directly with AuEnv to process the warranty claim. AuEnv will take steps, when necessary to inspect the product, to determine whether the product is defective by reason of defect in materials. AuEnv will determine, in its sole discretion, to replace or repair the product with available parts. Original end user is responsible for all transportations and delivery costs to and from AuEnv's facility.

AuEnv warranty works on a Pro-Rated basis. Year 1-15 is 100% covered by AuEnv, after 15 years 27% of the cost will be paid by AuEnv and 73% by owner. This schedule after 15 years is a consecutive 2% reduction in AuEnv Cost Responsibility and a 2% Increase in the Owners Cost Responsibility. i.e. 16 years 27% AuEnv 73% Customer all the way down to 25 Years which is 10% AuEnv and 90% Customer.

Disclaimer: AuEnv reserves all rights to amend, update, modify, or withdraw any contents within this Limited Warranty documentation without prior notification to any party.