



Sauleda

FABRIC WARRANTY SEA STAR, DUO, PORT A 5-YEAR WARRANTY

Sauleda has tested the durability of its fabrics and we want to share our experience. After many years, checks and tests performed in prestigious laboratories show that Sauleda fabrics last longer than the years indicated in the warranty.

However, for your peace of mind we offer a warranty of up to ten years in the case of normal exposure to the sun and to atmospheric agents.

What does the warranty cover?

The warranty covers any unusual wear and tear of the fabric and colour and its applicable as of the date of the awning installation.

When does it begin?

This warranty takes effect from the date of installation.

What document is important to preserve?

To enforce the warranty you should have the installer's bill of sale.

What items does the warranty replace?

The warranty only includes the replacement of the fabric required to restore the awning.

What does the warranty not cover?

Any part of the awning other than the fabric manufactured by Sauleda, S.A., such as the iron fittings, mechanisms, hanging parts, structures, etc.

The installation of the awning, the assembly and production, installation and maintenance thereof.

Damage to the fabric due to ageing and normal use.

Damages caused by incorrect installation or incorrect maintenance (abrasive cleaning).

Particularly, the warranty excludes the following accidents, misuse and negligence:

- Insufficient maintenance or the use of inadequate products or tools.
- The incorrect use of detergents, chemicals or solvents, scraping tools or abrasive bushes, or other instruments that could damage the awning fabric.
- Abnormal weather conditions.

- Air pollution, the use of pesticides, soiling caused by animals, bird excrements.
- Mistakes due to installation, errors in handling on the part of the user.
- The fall of objects onto the fabric, cigarette burns, firecrackers, flares, fire, etc,
- Placing objects on the awnings, traffic accidents, vandalism...

How is the warranty enforced:

Sauleda, S.A. will replace the damaged fabric with a new one.

Sauleda, S.A. shall not be responsible for the cost involved in disassembling the old awning and installing the new one.

The warranty is enforced once the necessary loss appraisals have been made, pursuant to the following terms:

During the first 5 years Sauleda, S.A. shall replace, either for free or according to convenience, the damaged fabric with brand new fabric, excluding any and all expenses, and shall not be responsible for the cost involved in disassembling the old awning and installing the new one.

How are claims processed?

Within 15 days of observing the damage, customers should send a registered letter requesting acknowledgement of receipt to SAULEDA, S.A. - Departamento de Atención al cliente (Customer Service Department) - Travessera de les Corts, 102 E-08028 BARCELONA (Spain) with the bill of sale. The fabric will be examined by SAULEDA, S.A. insurance company's experts and appraisers.

In the event the solution may be to replace the fabric or to reimburse the faulty fabric, this will not imply an extension of the warranty for the replaced fabric.