



Fauxwood Designer Shutter Warranty 20 Years

20 Year Warranty on Fauxwood Designer Shutter Frames and Shutter Panels

The Fauxwood Designer Shutter **frames** and **panels** are warranted by Silver Service Shutters against defects in material that may result in peeling, blistering, flaking or corroding for a period of **twenty (20) years** from the date of installation.

This Warranty shall **only** remain in effect if normal cleaning practices are followed. Please refer to the **Cleaning and Care** section of this warranty.

The **hardware** supplied with the Fauxwood Shutters is warranted by Silver Service Shutters to remain in good operational condition for a period of **five (5) years** from the date of installation.

General Conditions

The Warranty detailed in this document is the only warranty applicable to the Fauxwood Designer Shutters and excludes all other implied or expressed warranties.

No person is authorised by Silver Service Shutters to give any further warranty, representation or to assume any further obligation with regards to the Fauxwood Shutters.

This Warranty is not transferable and is only available to *direct* customers of Silver Service Shutters to whom the original invoice is addressed to.

The *direct* customer must have an active account or the goods must have been paid for in full.

Product Use

This warranty applies only to Fauxwood Shutters that are installed **internally** and are used only for the purpose to which they were intended.

Fauxwood Designer Shutters are intended to provide light control only. They are not intended nor guaranteed to provide 'block out' conditions when closed. Varying levels of light infiltration between louvres, panels and frames may occur.

Warranty Limitations

This Warranty is limited only to repair or replace at its sole discretion supplied Shutter product materials. Under no circumstances will Silver Service Shutters be liable for **any** incidental or consequential **charges**, such as, but not limited to, inconvenience, labour costs (of any kind), penalties, injury or damage to persons or to property, or any other expense.

Replacement of parts or repairs

Silver Service Shutters reserves the right to change the design or discontinue any Fauxwood Shutter component. If an exact replacement part is not available then Silver Service Shutters reserves the right to substitute, at its sole discretion, a Shutter part of equal quality.

Exclusions from this Warranty

The following are excluded from coverage under this Warranty:

- a. Normal wear and tear of the Fauxwood Designer Shutter deemed to be acceptable, at the sole discretion of Silver Service Shutters, over the course of 20 years.
- b. Any damage, defect, malfunction or failure to perform resulting from unreasonable or improper use, or failure to carry out reasonable or necessary maintenance.
- c. Any Fauxwood Shutters which have not been maintained in accordance with the Cleaning

and Care instructions outlined in this Warranty.

- d. Exposure to air pollutants and climatic conditions that may cause Fauxwood Shutter surfaces to gradually experience a build-up of surface dirt or stains. These are normal occurrences and are not covered under this Warranty.
- e. Any damage to the Fauxwood Shutters or the Shutters components caused by settlement or structural defects of the building in which they are installed.
- f. Any damage caused by, but not limited to, animals, fire, snow, hail, rain, water, wind, storm, flood, lighting or acts of God, intentional acts, accidents, negligence, exposure to harmful pollutants or chemicals or other combined events.
- g. Imperfections such as, but not limited to, spots or marks which are not visible to the naked eye in natural daylight from a distance of at least one metre.
- h. Any shutter that has been tampered with, modified or repaired by any unauthorised person (including unauthorised alterations).
- i. Any shutter that has been ordered outside normal recommendations and specifications is not warranted. This includes oversized panels and shutters manufactured without a mid rail or aluminium inserts when recommended.

Any production defects such as chips, scratches and dents must be claimed within thirty (30) days of receipt of goods.

Written confirmation must include the following:

- ✓ Proof of purchase, including the original invoice
- ✓ Date of installation
- ✓ A brief description of the defect, including supporting photographs

On receipt of the written confirmation Silver Service Shutters will determine whether the defect is covered by the Warranty. If the defect is covered by the Warranty, the product will be repaired or replaced at the sole discretion of Silver Service Shutters.

If the defect is not covered by the Warranty, then Silver Service Shutters will advise the original owner of the options and costs related to the defect. Any replacement parts will be charged to the owner.

Cleaning and Care

The surfaces of the Fauxwood Shutters will collect a layer of dust over time. Normal and regular dusting with a soft damp cloth will remove this build up.

If further cleaning is required then wash with mild soap (mild household dishwashing liquid), water and a soft cloth. Ensure the surfaces are then dried off with a soft cloth.

For stubborn dirt and stains use a mild, water-based household cleaner only.

CAUTION:

Never use harsh cloths, harsh abrasives, chlorine or ammonia based chemicals or cleaners on the Fauxwood Shutter surfaces as they may affect the surface appearance and longevity.

Procedure and Conditions of a Warranty Claim

In the event of a warranty claim the original owner must notify Silver Service Shutters, in writing within thirty (30) days of first noticing the defect.

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