



OFFICE WARRANTY

At Sauleda we have tested the durability of the fabric and we want to share our experience. After many years, the tests and checks carried out in prestigious laboratories show that Sauleda fabrics have a lifespan longer than the years offered by the guarantee.

For your peace of mind, however, we offer up to five years of warranty in case of normal exposure to the sun and atmospheric agents.

What does the warranty cover?

The warranty covers abnormal deterioration of the fabric and its color and starts counting from the date of its installation.

Since when does it start counting?

The warranty starts from the date of installation.

What document is important to keep?

To be eligible for warranty, the installer's invoice must be kept.

What does the warranty cover?

The guarantee covers exclusively the replacement of the fabric necessary to restore the fabric, without considering other concepts.

What is not covered by the warranty?

Any other element of the fabric that is not the fabric manufactured by Sauleda, S.A. such as the hardware system, mechanisms, pendants, structures, etc. It does not cover the installation of the fabric, its manufacture and production, installation and maintenance. It does not cover the **deterioration of the fabric** produced by aging and normal use. They do not cover damage caused due to incorrect installation or inadequate maintenance (abrasive cleaning).

In particular, the following accidents, abuse or negligence are excluded from the warranty:

- Insufficient maintenance, or use of inappropriate products or tools.
- Improper use of detergents, chemicals or solvents, scrapers or abrasive brushes or other instruments that may damage the fabric.



- Unusual weather conditions.
- Air pollution, use of pesticides, animal filth, bird droppings.
- Defects arising from the assembly itself, user handling errors.
- Falling objects projected onto the fabric, such as cigarette burns, firecrackers, flares or other fires.
- Placement of objects on the fabric, traffic accidents, vandalism...

How the warranty applies:

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

Sauleda, S.A. is not responsible for the cost of dismantling the old awning or the installation of the new one.

The guarantee is accessed once the necessary appraisals have been carried out under the following terms:

During the years OF THE WARRANTY, Sauleda, S.A. will replace, free of charge or according to convenience, the damaged fabric for a new fabric, excluding all expenses, and is not responsible for the cost of dismantling the old awning or installing the new one.

How is a claim handled? Within 15 days of observing the damage, a certified letter with acknowledgement of receipt must be sent to SAULEDA, S.A. - Customer Service Department - Travessera de les Corts, 102 E-08028 BARCELONA (Spain) including the purchase invoice. The fabric will then be examined by the experts and appraisers of the SAULEDA, S.A. insurance company. The solution in the event of replacement of the fabric or reimbursement of the defective fabric does not imply an extension of the guarantee for the replaced fabric.