

WARRANTY TECHNICAL TEXTILES

At Sauleda we have tested the durability of the canvas and we want to share our experience: after many years, the checks and tests carried out in prestigious laboratories show that Sauleda canvas has a longer life than the years offered by the warranty. For your peace of mind, however, we offer up to ten years of guarantee in the event of normal exposure to the sun and atmospheric agents.

what does the guarantee cover?

the guarantee covers abnormal deterioration of the fibre and colour of the fabric and starts from the date of installation of the awning.

when does the guarantee start to run?

the guarantee starts to run from the date of installation.

what document is important to keep?

to be eligible for the guarantee, the installer's invoice must be kept.

what does the guarantee replace?

The guarantee only covers the replacement of the canvas necessary to restore the awning, and does not cover other concepts.

what does the guarantee not cover?

Any other element of the awning other than the canvas manufactured by Sauleda, S.A. such as the system of fittings, mechanisms, hangers, structures, etc. the installation of the awning, its preparation and production, installation and maintenance. the deterioration of the canvas caused by ageing and normal use. the damage caused by incorrect installation or inadequate maintenance (abrasive cleaning).

In particular, the following accidents, abuses or negligence are excluded from the guarantee:

- Insufficient maintenance, or use of unsuitable products or tools;
- Inappropriate use of detergents, chemical products or solvents, abrasive scrapers or brushes or other instruments that may damage the canvas;
- Unusual weather conditions;
- Atmospheric pollution, use of pesticides, animal dirt, bird droppings;
- Defects arising from the assembly itself, handling errors by the user;
- Falling objects projected on the canvas;
- Objects projected on the canvas that may cause damage to the canvas.
- Atmospheric pollution, use of phytosanitary products, animal dirt, bird droppings...
- Defects caused by the assembly itself, handling errors by the user...
- Falling objects projected onto the canvas, burns from cigarettes, firecrackers, flares or others, fire...
- Placing objects on the canvas, traffic accidents, vandalism...

How the guarantee applies:

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

Sauleda, S.A. shall not be liable for the cost of dismantling the old awning nor for the installation of the new one. The guarantee will be honoured once the necessary appraisals have been carried out under the following terms: During the years of the GUARANTEE, Sauleda, S.A. shall replace, free of charge or at its own discretion, the damaged fabric with a new fabric, excluding all expenses, and shall not be liable for the cost of dismantling the old awning nor for the installation of the new one.

List of fabrics and their guarantees:

VIP-FR	5 años
SUPERTRANS	5 años
MONZA	5 años
MONZA MATT	3 años
PANAMA	5 años
RALLYE	5 años
OPAK	5 años
SUNTEC	5 años
TENSATEC	5 años
POOL	5 años

MULTITEX	3 años
LEMANS	5 años
TARP	3 años
TEXILIFE	3 años
SAULI	3 años
DIGITAL PRINT	2 años
NET	2 años
FLASH	2 años
CRISTAL	2 años
CUBE-FR	7 años

How is the claim handled?

Within 15 days of the observation of the deterioration, a certified letter with acknowledgement of receipt must be sent to SAULEDA, S.A. - Customer Service Department - Travesse-ra de les Corts, 102 E-08028 BARCELONA (Spain) including the purchase invoice.

The canvas will then be examined by the experts and experts of the insurance company of SAULEDA, S.A. The solution in the case of replacement of the canvas or reimbursement of the defective fabric does not imply an extension of the warranty for the replacement fabric.