



Veri Shades® Warranty 2 Years

2 Year Warranty on Veri Shades® Fabrics, Tracks and Hardware

Veri Shades® **fabrics, tracks and hardware** are warranted by Pacific Wholesale Distributors against defects in materials for a period of **two (2) years** from the date of installation providing the product was properly installed.

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

General Conditions

The Warranty detailed in this document is the only warranty applicable to the Veri Shades® Range and excludes all other implied or expressed warranties.

No person is authorised by Pacific Wholesale Distributors to give any further warranty, representation or to assume any further obligation with regards to the Veri Shades® Range.

This Warranty is not transferable and is only available to *direct* customers of Pacific Wholesale Distributors to whom the original invoice is addressed to i.e. this Warranty should not be given or inferred to the end user/consumer.

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

Product Use

This warranty applies to Veri Shades® that are installed **internally** in Australia or New Zealand and are used only for the purpose to which they were intended.

Veri Shades® 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 fabric blades may occur.

Warranty Limitations

This Warranty is limited only to repair or replace at its sole discretion the supplied Veri Shades® product materials. Under no circumstances will Pacific Wholesale Distributors 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

Pacific Wholesale Distributors reserves the right to change the design or discontinue any Veri Shades® component. If an exact replacement part is not available then Pacific Wholesale Distributors reserves the right to substitute, at its sole discretion, a Veri Shades® part of equal quality.

Exclusions from this Warranty

The following are excluded from coverage under this Warranty:

- a. Normal wear and tear of the Veri Shades® deemed to be acceptable, at the sole discretion of Pacific Wholesale Distributors, over the course of two 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 Veri Shades® product which has 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 Veri Shades® 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 Veri Shades® 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, lightening or acts of God, intentional acts, accidents, negligence, exposure to harmful pollutants or chemicals or other combined events.
- g. Damage caused by improper handling, assembly or installation.
- h. 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.
- i. Any Veri Shades® product that has been tampered with, modified or repaired by any unauthorised person (including unauthorised alterations).
- j. Any Veri Shades® product that has been ordered outside normal recommendations and specifications is not warranted.

On receipt of the written confirmation Pacific Wholesale Distributors 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 Pacific Wholesale Distributors.

If the defect is not covered by the Warranty, then Pacific Wholesale Distributors will inform the retailer, who will then need to advise the original owner of the options and costs related to the defect. Any replacement parts will be charged to the retailer.

Cleaning and Care

The surface of Veri Shades® fabric and tracks will collect a layer of dust over time.

Veri Shades® fabric can be lightly hand washed and dried and can also be ironed with a cool iron or steamed to remove creases. Veri Shades® tracks can be cleaned with a feather duster, or a slightly damp microfibre cloth to ensure the components are also dust free.

At least twice a year (or more in high risk environments), silicone spray should be used to lubricate all the track gears. Before spraying the tracks, remember to slide your Veri Shades® fabric over to one side or cover to avoid any overspray.

CAUTION:

Never use harsh cloths, harsh abrasives, chlorine or ammonia based chemicals or cleaners on any Veri Shades® surface as they may affect the appearance, longevity and warranty of the product.

Procedure and Conditions of a Warranty Claim

In the event of a warranty claim the original owner must notify the retailer, who in turn will notify Pacific Wholesale Distributors, in writing within thirty (30) days of first noticing the defect.

Any production defects such as scratches, dents, marks and fabric flaws 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