

## Style Group Window Treatments Warranty

All products provided and installed by Style Group are covered by the respective manufacturer's warranties.

Please note that the guarantee on Style Group-supplied products does not extend to defects or damage resulting from accidents, alterations, misuse, abuse, normal wear and tear, or failure to comply with cleaning and maintenance instructions. Additionally, fading of fabrics and timbers caused by direct and/or indirect sunlight is not included in the warranty. Style Group shall not be held liable for incidental or consequential damages or any other direct or indirect damage, loss, cost, expense, or fee.

This warranty specifically covers the repair or replacement of any defective material or component within Style Group's product range. Manufacturers guarantee that blinds and awnings will be free from defects in material and workmanship for a maximum of five (5) years, and for fabrics, the warranty follows the terms provided by the fabric suppliers.

Under the Australian Consumer Law, our goods come with guarantees that cannot be excluded. You have the right to a replacement or refund for a major failure. Additionally, if the goods fail to meet acceptable quality and the failure does not constitute a major failure, you are entitled to have the goods repaired or replaced.

This warranty is valid only when full payment for the installation has been received.

Please be aware that this warranty supersedes all previous materials related to warranties published by Style Group.

The Warranty does not cover:

- Abuse to the Products or Components such as alterations, accidents, misuse.
- Products meeting Product Performance expectations outlined in our Guidelines, Terms, and Conditions
- Fair and reasonable wear and tear.
- Exposure to elements (sun damage, wind, or rain), and gradual discoloration over time.
- Exposure to chemicals, corrosive elements such as cleaning products, insects, marine environments, and salt air
- Damage resulting from exposure to high moisture and high humidity environments (leading to mould, mildew, or fungal growth) in areas like kitchens and bathrooms.
- Condensation damage.
- Loss of motor programming caused by power surges or user error.
- Failure to follow Style Group's care, maintenance, and operating instructions as provided in our installation guides.
- Holes, runs, or fraying of the material occurring more than three months after installation.
- Broken chains, cords, or mechanisms occurring more than three months after installation.

The most common cause of damage to blinds is a window being left open whilst the blind is in the down position. This action will void your warranty.

The Folding Arm Awning and External Roller Blinds systems have a wind class rating specified in the Product Manual of each system. Notwithstanding this wind rating, it is the responsibility of the Customer and/or user to retract the Products in windy conditions, as wind conditions are immeasurable in relation to the Product in situ. This Warranty does not apply to Products damaged by wind, gusts or squalls in excess of the wind class rating as specified in the Product Manual. Automated wind sensors are recommended to only be utilised as a safety measure, but never to be relied upon.

Please note that this warranty is non-transferable, and only the original purchaser of the products can make a claim under this warranty.