

Warranties



WHO THIS WARRANTY PROTECTS	This warranty protects the original purchaser only.
WHAT THIS WARRANTY PROTECTS AGAINST	Sun Control Products (SWSC) fully guarantees our products against any defects in workmanship or failures in operation while in normal, recommended uses and installation situations during the warranty period.
WHAT THIS WARRANTY COVERS	This warranty covers our assembled products, as well as individual components of the product, including: hardware, fabric and any defects originating from the production process. The terms of this warranty apply to the original purchaser of SWSC's products and is non-transferable.
WHAT THIS WARRANTY DOES NOT COVER	This warranty does not cover damage caused by weather, such as wind or environmental conditions beyond what SWSC's products are designed to withstand in normal use. This warranty does not cover damage or failure due to improper or unusual installations, including changes to the installation made by the homeowner. This warranty does not cover damage or failure due to improper use and operation.
WHO TO CONTACT	Contact SWSC for assistance, questions or information on warranty claims at 877.792.1775.
RETRACTABLE SHADES WARRANTY COVERAGE PERIOD	Components: Ten (10) years, if installed within 3 miles of salt water, warranty limited to one (1) year. Fabric: Ten (10) years for Phifer Suntex 90/95 fabrics. Other Fabrics: See Manufactures Warranty. Electronics: Five (5) years
RETRACTABLE AWNING WARRANTY COVERAGE PERIOD	Components: Fifteen (15) years, if installed within 3 miles of salt water, warranty limited to one (1) year. Fabric: Ten (10) years Electronics: Five (5) years
WHAT WILL WE DO	SWSC will repair or replace and warranty parts at our discretion. Warranty replacement will not cover any labor or shipping cost.

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WHO THIS WARRANTY PROTECTS	This warranty protects the original purchaser only.
WHAT THIS WARRANTY PROTECTS AGAINST	Phifer guarantees SunTex/SheerWeave will not become nonfunctional because of changes in physical properties due to exposure to normal atmospheric conditions.
WHAT THIS WARRANTY DOES NOT COVER	This warranty does not cover damage to screen from any source nor does it cover gradual fading.
WHO TO CONTACT	Contact SW Sun Control (SWSC) for assistance, questions or information on warranty claims at 877.792.1775.
WARRANTY COVERAGE PERIOD	Ten (10) years
WHAT WILL WE DO	SWSC will repair or replace and warranty parts at our discretion. Warranty replacement will not cover any labor or shipping cost.



WHO THIS WARRANTY PROTECTS	This warranty protects the original purchaser only.
WHAT THIS WARRANTY PROTECTS AGAINST	Soltis® textiles are guaranteed in normal use against any abnormal deterioration of their essential characteristics: <ul style="list-style-type: none"> tensile strength equal to at least 85% of its original value, regular aging of colors subjected to the action of ultraviolet rays, fire resistance in conformance with M1 or M2 classification (France), B1 for Germany.
WHAT THIS WARRANTY COVERS	This warranty protects against damage to products used under normal conditions. The terms of this warranty apply to the original purchaser and is non-transferable.
WHAT THIS WARRANTY DOES NOT COVER	The guarantee is void in the case of defects due to: <ul style="list-style-type: none"> transportation, storage and handling conditions, faulty design, assembly, installation and fitting that do not respect good working practices, notably in conditions of strong wind, the effects of chemical or abrasive attacks resulting from unsuitable cleaning processes, atmospheric pollution or accidental splashing or spraying.
WHO TO CONTACT	For assistance, questions or information on warranty claims contact 877.792.1775.
WARRANTY COVERAGE PERIOD	Five (5) years



Mermet conditionally warrants to its direct customer that its exterior solar control fabrics will meet Mermet's technical specifications in materials and workmanship and will maintain their functionality under normal conditions of use and treatment for periods of five (5) or ten (10) years (see below list for coverage period per fabric) from date of original fabric invoice. This warranty does not cover normal changes to the fabric properties which occur during exposure to ambient conditions. Additional conditions to warranty coverage are that:

- the fabric remains in its original installed location
- the fabric be used and undergo treatment in accordance with Mermet's technical specification
- the fabric be maintained in accordance with Mermet's care instructions
- claims be reported, and fabric be returned, as set forth below

This ten (10) year exterior warranty only applies to the fabrics identified below:

- Natte
- Satine
- Vienne

Warranties



WHO THIS WARRANTY PROTECTS	This warranty protects the original purchaser only.
WHAT THIS WARRANTY PROTECTS AGAINST	Our solar screen is covered by a 10 year limited* warranty from the original date of purchase against defects of workmanship and materials and/or excessive loss strength from normal exposure conditions, including sunlight, rot, mildew, or atmospheric chemicals that might render it unserviceable. This warranty is extended only to the original purchaser of the material.
WHAT THIS WARRANTY COVERS	This warranty protects against damage to products used under normal conditions. The terms of this warranty apply to the original purchaser and is non-transferable.
WHAT THIS WARRANTY DOES NOT COVER	Product that has been subject to damage, neglect, unreasonable or improper use or care, exposure to corrosive chemicals, accidents, vandalism, acts of God, or other causes not arising from defects in original material or workmanship, this warranty is void.
WHO TO CONTACT	For assistance, questions or information on warranty claims contact 877.792.1775.
WARRANTY COVERAGE PERIOD	Ten (10) years limited*
WHAT WILL WE DO	Twitchell will issue a credit or replace the fabric. A copy of the original purchase order must accompany all warranty claims. We are liable for the cost of the fabric only and do not accept responsibility for any other costs associated with a company's specific application



WHO THIS WARRANTY PROTECTS	This warranty protects the original purchaser of Sunbrella fabric.
WHAT THIS WARRANTY PROTECTS AGAINST	This warranty protects against Sunbrella fabric becoming unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals.
WHAT THIS WARRANTY COVERS	This warranty covers Sunbrella fabric only.
WHAT THIS WARRANTY DOES NOT COVER	This warranty does not cover normal care and cleaning; damage from misuse or abuse; improper installation; or costs associated with replacement of the fabric, including labor and installation.
LIMITS TO THE WARRANTY	Glen Raven's liability is expressly limited to this warranty. Glen Raven reserves the right to inspect the fabric submitted for claim.
WHAT WE WILL DO	Glen Raven will supply new equivalent fabric to replace the fabric that becomes unserviceable.
WHO TO CONTACT	Contact your Glen Raven sales or customer service representative for warranty claims.
WHO CONSUMERS SHOULD CONTACT	Sunbrella is normally a component of an end product such as an awning, umbrella or cushion. Consumers and end-users should contact the fabricator, dealer or retailer from whom you purchased the end product.
WARRANTY COVERAGE PERIOD	Performance improvements introduced November 1, 2008 allowed Glen Raven to increase the warranty period for Sunbrella fabrics. The warranty coverage is ten (10) years from the original purchase date.



SOMFY warrants its motors to be free from defects in material and workmanship under normal and proper use for a period of five years starting from the date stamped on the motor. Drapery motors, mechanical, electrical and electronic accessories (excluding batteries) are warranted for five years from date of invoice.