

# 5-Year Guarantee from Lewens



Sophisticated technology, high-quality materials and outstanding workmanship in the manufacturing process guarantee many years of reliable operation and satisfaction with quality products from the Lewens company.

Over and above the statutory warranty, Lewens provides an extraordinary long-term guarantee for its sunshade systems by way of its specialist dealers:

The guarantee is agreed **between the purchaser and the Lewens specialist dealer.**

## 5-Year Guarantee

- on all parts of Lewens sunshade systems except for the components and models otherwise indicated below.

## 2-Year Guarantee

- on all models and variants with ZIP guidance and the Capri model,
- on electrical controls and lighting,
- awning fabrics, awning frame coatings and linked systems with continuous awning.

## 5 Years Replacement or Repair of Defective Parts

- by Lewens specialist dealer. Replacement is conditional on return of the defective parts, the ownership of which is then transferred to the Lewens specialist dealer.
- **Installation costs arising in the first two years** are borne by the Lewens specialist dealer. In years 3 to 5 of the warranty period, any installation costs shall be borne by the purchaser.
- The guarantee commences on delivery of the sunshade system to the purchaser (the delivery date stated on the invoice is binding).
- The guarantee claim applies if faults in respect of the design, manufacture or material have **demonstrably** resulted in a defect.

## Guarantee Conditions:

- Correct installation by an authorised Lewens specialist dealer.
- Prompt check of delivered awning for defects, and acceptance by the purchaser following completed installation.
- Guarantee document to be completed in full and returned to the manufacturer, Lewens Sonnenschutz-Systeme.
- If a claim arises under the guarantee, immediate notification of the claim in writing to the Lewens specialist dealer.

## The following are excluded from the guarantee:

- Flaws in the fabrics such as e.g. creases or folds in the fabric due to rolling, seam ripples, grey fractures (according to General Terms and Conditions of the Lewens company and the „Guideline for Assessing Ready-Made Awning Fabrics“ of the Industrieverband Technische Textilien – Rollladen – Sonnenschutz e.V. – ITRS);
- Wear;
- Operating noise attributable to incorrect lubrication or inadequate cleaning of the sunshade systems;
- Damage and defects arising due to installation not carried out professionally, incorrect operation or improper use (e.g. in rain, storm or snow);
- Damage and defects following installation of third-party parts or in the case of repairs not carried out by authorised Lewens specialist dealers.

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