



Sauleda

10-YEAR WARRANTY

Masacril / TOP-FR / SOLRAIN

Sauleda has tested the durability of its fabrics and we want to share our experience. After many years, checks and tests performed at prestigious laboratories show that Sauleda fabrics last longer than the number of years indicated in the warranty.

However, for your peace of mind we offer a warranty of up to ten years in the case of normal exposure to the sun and to atmospheric agents.

What does the warranty cover?

The warranty covers any unusual wear and tear of fabric or colour and it is applicable as of the date of the awning installation.

When does it begin?

This warranty takes effect from the date of installation.

What document is important to preserve?

You should have the installer's bill of sale.

What does the warranty replace?

The warranty only includes the replacement of the fabric required to restore the awning.

What does the warranty not cover?

Any part of the awning other than the fabric manufactured by Sauleda, S.A., such as the iron fittings, mechanisms, hanging parts, structures, etc.

The installation of the awning, the assembly and production, installation and maintenance thereof.

Damage to the fabric due to aging and normal use.

Damages caused by incorrect installation or incorrect maintenance (abrasive cleaning).

Particularly, the warranty excludes the following accidents, misuse and negligence:

- Insufficient maintenance or the use of inadequate products or tools.
- The incorrect use of detergents, chemicals or solvents, scraping tools or abrasive brushes or any other instruments that could damage the awning fabric.
- Abnormal weather conditions.

- Atmospheric contamination, the use of unsanitary products, dirt from animals and bird droppings.
- Mistakes due to installation, errors in handling on the part of the user.
- Objects falling onto the awning, cigarette burns and burns caused by fireworks or similar objects, fire.
- Placing objects onto the awnings, traffic accidents, vandalism...

How is the warranty enforced:

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

Sauleda, S.A. declines all liability for the cost of dismantling the old awning and installing the new one.

The warranty is enforced once the necessary loss appraisals have been made, pursuant to the following terms:

- During the first 7 years, Sauleda, S.A. will replace damaged fabric with a new one, free of charge or depending on the circumstances, excluding expenses and without paying the cost of dismantling the old awning or installing the new one.

In the event of claims being made in successive years:

- During the 8th year, once the prior loss appraisals have been made, Sauleda, S.A. will apply a discount of 50 % on the purchase of a new fabric.
- During the 9th year, once the prior loss appraisals have been made, Sauleda, S.A. will apply a discount of 25 % on the purchase of a new fabric.
- During the 10th year, once the prior loss appraisals have been made, Sauleda, S.A. will apply a discount of 15 % on the purchase of a new fabric.

How are claims processed?

Within 15 days of observing the damage, customers should send a registered letter requesting acknowledgement of receipt to SAULEDA, S.A. - Departamento de Atención al cliente (Customer Service Department) - Travessera de les Corts, 102 E-08028 BARCELONA (Spain) with the bill of sale. Then the fabric will be examined by SAULEDA, S.A.'s insurance company's experts and appraisers. In the event the solution may be to replace the fabric or to reimburse the faulty fabric, this will not imply an extension of the warranty for the replaced fabric.



Sauleda

5-YEAR WARRANTY

SUNTEC / VIP-FR

Sauleda has tested the durability of its fabrics and we want to share our experience. After many years, checks and tests performed at prestigious laboratories show that Sauleda fabrics last longer than the years indicated in the warranty.

However, for your peace of mind we offer a warranty of up to ten years in the case of normal exposure to the sun and to atmospheric agents.

What does the warranty cover?

The warranty covers any unusual wear and tear of the fabric and colour and it is applicable as of the date of the awning installation.

When does it begin?

This warranty takes effect from the date of installation.

What document is important to preserve?

You should have the installer's bill of sale.

What items does the warranty replace?

The warranty only includes the replacement of the fabric required to restore the awning.

What does the warranty not cover?

Any part of the awning other than the fabric manufactured by Sauleda, S.A., such as the iron fittings, mechanisms, hanging parts, structures, etc. The installation of the awning, the assembly and production, installation and maintenance thereof. Damage to the fabric due to aging and normal use. Damages caused by incorrect installation or incorrect maintenance (abrasive cleaning).

Particularly, the warranty excludes the following accidents, misuse and negligence:

- Insufficient maintenance or the use of inadequate products or tools.
- The incorrect use of detergents, chemicals or solvents, scraping tools or abrasive bushes, or other instruments that could damage the awning fabric.
- Abnormal weather conditions.

- Atmospheric contamination, the use of unsanitary products, dirt from animals and bird droppings.
- Mistakes due to installation, errors in handling on the part of the user.
- Objects falling onto the awning, cigarette burns and burns caused by fireworks or similar objects, fire.
- Placing objects onto the awnings, traffic accidents, vandalism...

How is the warranty enforced:

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

Sauleda, S.A. declines all liability for the cost of dismantling the old awning and installing the new one.

The warranty is enforced once the necessary loss appraisals have been made, pursuant to the following terms:

- During the first 5 years, Sauleda, S.A. will replace damaged fabric with a new one, free of charge or depending on the circumstances, excluding expenses and without paying the cost of dismantling the old awning or installing the new one.

How are claims processed?

Within 15 days of observing the damage, customers should send a registered letter requesting acknowledgement of receipt to SAULEDA, S.A. - Departamento de Atención al cliente (Customer Service Department) - Travessera de les Corts, 102 E-08028 BARCELONA (Spain) with the bill of sale. Then the fabric will be examined by SAULEDA, S.A.'s insurance company's experts and appraisers.

In the event the solution may be to replace the fabric or to reimburse the faulty fabric, this will not imply an extension of the warranty for the replaced fabric.