

Congratulations on the purchase of your Verano® product or products!

You purchased your sunblind product or products from a sun shading supplier, and entered into a purchase agreement with the sun shading supplier. The sun shading supplier is your direct and only point of contact for issues covered by the warranty.

In addition to the buyer's statutory warranty rights in respect of the seller, and without limiting these rights, Verano® guarantees the buyer of a new product the following:

I. Duration and start of the warranty

1. The length of the warranty is:
 - a. 60 months (5 years) for sun awnings, roller shutters, garage door panels, outdoor living products and window styling, provided that they are used in accordance with the instructions.
 - b. 24 months (2 years) for LED lighting for sun awnings and verandas, window styling with electric control and garage doors, provided that they are used in accordance with the instructions.
2. The warranty period starts on the delivery date of the product. This delivery date is stated on the reseller's purchase invoice.

Warranty work and replacement deliveries under warranty do not extend or renew the warranty.

II. Warranty conditions

1. The product must have been purchased from an authorised Verano® reseller.
2. The warranty conditions are only valid if the factory warranty return card has been completed and sent digitally (verano.nl/en/service/register-product).
3. The warranty can only be invoked if the product has been paid for according to the payment conditions agreed for the product.
4. The reimbursement of labour hours or other additional costs that are calculated for the purpose of remedying the defects are not covered by the factory warranty.

III. Content and scope of the warranty

1. In the case of manufacturing or errors, Verano® will provide replacement materials free of charge.
2. The product can be offered for repair. In the case of manufacturing or construction errors, Verano® will provide replacement materials free of charge. Transport of products from and to the reseller is paid by Verano®.
3. The warranty does not include any further right to compensation from Verano®.
4. The repair or replacement of defective parts does not renew or extend the warranty.

Verano® assumes no liability for consequential damage, including additional losses, or product liability other than that which is mandatory.

IV. Warranty limitations

The warranty does not cover defects, malfunctions and discolorations due to:

1. Incorrect set-up or installation, for example due to non-compliance with the applicable safety regulations or the instructions in the user installation and assembly instructions.
2. Incorrect use, incorrect operation, or incorrect loading.
3. External influences, such as transport damage, damage as a result of impact or knocks, damage due to weather influences or other natural phenomena.
4. Normal wear and tear.
5. Installation, assembly, modification or repair by an unauthorised installer.
6. Current and voltage fluctuations outside the tolerance range specified by the manufacturer.
7. Failure to perform maintenance and cleaning work according to the instructions.
8. Slight differences in colour compared to samples or leaflets.
9. Corrosion or effects that damage the material, such as sun, condensation, acid rain, salt water, aggressive cleaning agents, or any other condition.
10. Minor imperfections in the finish of the product that do not affect its soundness.
11. Filamentary corrosion.
12. Defects that could have been detected when the product was delivered.
13. Glass breakage (thermal breakage)

V. Repair in cases of non-coverage under warranty

If the claim is not covered by this warranty, all costs incurred in the repair will be charged to the reseller. The transport costs from and to the reseller are excluded.

VI. Data protection

We would like to draw your attention to the fact that we collect and use the personal data that you provide to us as this is necessary to conclude and execute any agreement with you. Would you like to know more? Read our privacy statement at verano.nl/en/info/privacy-policy.