



Guarantee conditions

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

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

In addition to the buyer's statutory guarantee 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 guarantee

1. The length of the guarantee is:
 - a. 60 months (5 years) for outdoor sun blinds, shutters, garage door panels and outdoor products, provided that they are used in accordance with the instructions.
 - b. 24 months (2 years) for indoor blinds and garage doors, provided that they are used in accordance with the instructions.
2. The guarantee period starts on the delivery date of the product. This delivery date is stated on the reseller's purchase invoice.

Guarantee work and replacement deliveries under guarantee do not extend or renew the guarantee.

II. Guarantee conditions

1. The product must have been purchased from an authorised Verano® reseller.
2. The guarantee conditions are only valid if the factory guarantee return card has been completed and sent digitally (www.verano.nl/garantie) or sent by post to Verano® in Best (NL).
3. The guarantee 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 guarantee.

III. Content and scope of the guarantee

1. Verano® will provide materials which are defective due to manufacturing or construction faults free of charge.
2. The product can be offered for repair. Verano® will replace materials which are defective due to manufacturing or construction faults free of charge. Transport from and to the reseller is at the expense of Verano®.
3. The guarantee does not include any further right to compensation from Verano®.
4. The repair or replacement of defective parts does not renew or extend the guarantee.

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

IV. Guarantee limitations

The guarantee does not include 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.
7. Current and voltage fluctuations outside the tolerance range specified by the manufacturer.
8. Failure to perform maintenance and cleaning work according to the instructions.
9. Slight differences in colour compared to samples or leaflets.
10. Corrosion or effects that damage the material such as sun, condensation, acid rain, salt water, aggressive cleaning agents, or any other condition.
11. Minor imperfections in the finish of the product that do not affect its soundness.
12. Filamentary corrosion.
13. Defects that could have been detected when the product was delivered.



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V. Repair in cases of non-coverage under guarantee

If the claim is not covered by this guarantee, 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

Your personal data will only be used to process your order and guarantee claims, with due observance of the data protection law.