

Buroshade Product Warranty

This Product Warranty ("**Warranty**") is provided by Burogroup (Europe) Ltd (Company Number: 10174704) with its registered office address at Jubilee House, Unit 3 Gelders Hall Road, Shepshed, Leicestershire, United Kingdom, LE12 9NH ("**Buroshade**", "we", "us", "our") for the roller blind product range supplied by us ("**Products**").

1. Who is covered

This Warranty is provided only to the original purchaser of the Products (our direct customer) and the end customer for whom the Products were supplied as part of the same project (for example, the main contractor, developer, building owner or occupier for that project) (together, the "**Customer**"). It is not otherwise transferable.

2. What is covered

Subject to the exclusions and limitations in this Warranty, we warrant that the Products will be free from defects in materials, manufacture and workmanship during the applicable Warranty period.

3. Warranty periods

Unless stated otherwise below, the Warranty period is 12 months from the date of supply of the relevant Product (or, if agreed in writing that the Warranty period will run from installation, the date of installation).

Component	Warranty Period	Exclusions / Limitations
Tube	12 months	
Bottom bar (including attachments/welds)	12 months	
Fabric cover	12 months	Subject to exclusions relating to wear, fading and environmental conditions
Idle end (standard systems)	12 months	
Control chain	12 months	Excludes snapping due to heavy use
Fabric attachment	12 months	Excludes the circumstances where the blind is overwound resulting in less than 200mm of fabric remaining on the tube
Control mechanism (standard systems)	12 months	

Motors and other components	12 months	Subject to any applicable manufacturer warranty
Idle end (R400 system only)	25 years	
Steel-core clutch control mechanism (R400 system only)	25 years	Excludes wearing parts listed below
Chain sprocket (R400 wearing part)	12 months	
Chain guide/bell (R400 wearing part)	12 months	

4. Third-party/manufacturer warranties

Certain branded or third-party components may be subject to the original manufacturer's warranty terms, conditions and claim procedures. Where applicable, the manufacturer's warranty shall apply in place of, or in addition to, the warranty periods stated above.

5. How to make a claim

5.1. To make a Warranty claim, you must:

- 5.1.1. Notify us in writing during the relevant Warranty period within 24 hours of discovering that some or all of the Products do not comply with the Warranty.
- 5.1.2. Provide:
 - 5.1.2.1. proof of purchase (order number, invoice, delivery note);
 - 5.1.2.2. product identification details (product type, specification, location, and the component affected);
 - 5.1.2.3. a clear description of the defect and when it occurred; and
 - 5.1.2.4. photographs and any other reasonable evidence we request (including short video where helpful).
- 5.1.3. Allow us a reasonable opportunity to assess the claim and inspect the Product (whether remotely or on site at our discretion) and any allegedly defective component, and provide further information on reasonable request.
- 5.1.4. If requested by us, return the Product to us at your cost.

5.2. You must not carry out, procure or authorise any repair, replacement, investigation, removal or reinstatement work, nor incur associated costs, without our prior written approval. We will not be responsible for any costs incurred without such approval. Any contribution by us towards such costs shall be entirely at our discretion, shall be agreed in writing in advance and shall not establish any precedent or continuing obligation.

6. Remedies

- 6.1.1. If a valid Warranty claim is accepted, we may at our option:
 - 6.1.1.1. repair the Product or affected component;
 - 6.1.1.2. supply replacement parts/components necessary to address the defect;
 - 6.1.1.3. supply a replacement Product;
 - 6.1.1.4. provide instructions for replacement or repair of the Product or the replacement parts; and/or
 - 6.1.1.5. refund all or part of the purchase price of the affected Product.
- 6.1.2. Any repaired, replacement or substituted Product or component supplied under this Warranty shall be subject to the terms of this Warranty for the remainder of the original Warranty period applicable to the Product.
- 6.1.3. The remedies set out in this Warranty constitute the Customer's sole and exclusive remedies for any failure of the Products to comply with this Warranty.

7. Exclusions (what is not covered)

- 7.1. This Warranty does not cover (and we will have no liability for) any defect, damage, failure or performance issue arising from or attributable to:
 - 7.1.1. Any specific limitations and exclusions set out in paragraph 3 above in respect of individual components;
 - 7.1.2. Fair wear and tear, normal deterioration, or cosmetic changes over time (including without limitation colour variation, fading, discolouration or deterioration caused by sunlight or environmental conditions);
 - 7.1.3. Accidental damage, impact, vandalism, neglect, or improper storage or handling;
 - 7.1.4. Misuse or use outside normal intended operation, including snapping of the control chain due to heavy use;
 - 7.1.5. Unauthorised alterations, modifications, repairs, or use of non-approved parts;
 - 7.1.6. Incorrect installation, misalignment, or failure to follow fitting, operating and/or maintenance instructions;
 - 7.1.7. Environmental conditions or external causes (including moisture, corrosion, chemical exposure, excessive heat, UV exposure beyond normal expectations, infestation, or building movement);
 - 7.1.8. Products supplied or used outside the specified maximum sizes for the relevant blind/product specification;
 - 7.1.9. Any work relating to fixing the blinds into the substrate (including the suitability and condition of the substrate) or any other work carried out by installers, including making good;
 - 7.1.10. Any issue caused by third-party components or systems outside our control, except to the extent covered by the relevant manufacturer warranty;
 - 7.1.11. Any defect, failure, incompatibility, reduction in performance or reduction in service life arising wholly or partly from drawings, designs, specifications, instructions, materials, fabrics, components or systems selected, specified or supplied by the customer or procured by Buroshade on the customer's request; or

7.1.12. damage occurring during transport, handling, storage or installation by any party other than Buroshade.

7.2. This Warranty does not include labour, call-out charges, access equipment, removal/reinstallation costs, decorating/making good, or any installer costs associated with replacement or repair.

7.3. We exclude liability for defects or failures caused by incorrect installation unless the Products were installed by Buroshade.

8. Relationship with Terms and Conditions

8.1. This Warranty must be read together with Buroshade's Terms and Conditions of Sale in force at the date of supply of the Products.

8.2. Except where expressly stated otherwise in this Warranty, all exclusions, limitations of liability, remedies, conditions and other provisions contained in the Terms and Conditions of Sale shall apply to this Warranty and to any claim made under it.

9. Territorial limit

This Warranty applies only to Products supplied for use and used within the UK mainland.

10. Governing law

This Warranty and any dispute or claim arising out of or in connection with it shall be governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.