



# WARRANTY CERTIFICATE

Congratulations on your purchase. This certificate is an important document that you will require, should you ever need to make a warranty claim with us.

Ventus louvre windows are warranted against defects arising from faulty workmanship and/or materials for 10 YEARS from the date of purchase. This warranty is limited and subject to the following general terms and conditions:

1. This warranty applies only to the original purchaser and original installation. It is not transferable.
2. The products must have been installed in accordance to the manufacturer's recommendations, specifications and guidelines, and in full compliance to all relevant building standards in your country.
3. The products have been used and maintained in accordance to Ventus' product care and maintenance guidelines.
4. It is expected, that during the life of the product, certain normal and acceptable wear and deterioration will occur, particularly with moving parts and finishes. Provided that this is within industry tolerances and standards and it does not affect the product's performance and general appearance, this normal wear and deterioration does not constitute a defect under this warranty.
5. Some variation in manufacturing tolerances and in the finish of aluminum, plastic and timber components is normal and is not deemed to be a defect under this warranty.
6. This warranty is limited to the repair and/or replacement of the faulty components and/or products at the company's discretion. It does not extend to the removal and re-installation of the products, nor does it cover the repair and refinishing of the adjacent surfaces and materials.
7. Where the product has been repaired, only repairs performed by Ventus personnel or authorized agents are covered by this warranty. Unauthorized repairs and tampering with the product voids all warranties.
8. Ventus reserves the right to change specifications and/or discontinue a particular product line. In this case for warranty purposes, will offer equivalent or superior products as substitutes of the original.
9. Claims under this warranty should be made within 3 months of the defect arising to your nearest Ventus agent or reseller. Copies of this warranty certificate, signed and stamped by the authorized reseller/agent, as well as the receipt should be included with a written claim detailing the claim particulars. Ventus may request photographic evidence to support a claim.



This warranty is in addition to all other rights and guarantees in place under the consumer protection laws in your country. For a copy of our full Warranty Terms and Conditions, please visit [www.doric.com.au](http://www.doric.com.au)

For more information on your consumer rights, please contact the consumer protection agency in your country.