

TERMS AND CONDITIONS

The placing of an order and payment is a full acceptance of the terms and conditions stated herein.

To comply with the terms and conditions of warranty, the original invoice is required when claiming warranty

Nova Awnings warrants that for so long as the original purchaser owns the product, and within the warranty period

- External Blinds – 5 Years
- Retractable Awnings – 5 Years
- Roof Systems – 5 Years
- Motors – 5 years

, They will be free from defects.

The obligation of Nova Awnings to provide replacement parts or components deemed to be faulty excluding shipping charges.

Nova Awnings reserve the right to request photographic evidence of the faulty components in question.

WARRANTY and EXCLUSIONS

Awnings, blinds and roof systems are used primarily for sun protection and must be retracted during high winds, heavy rain, or other types of inclement weather. This type of awning is to be retracted during overnight periods and when the homeowner is not on the premises. Do not solely rely on wind /motion sensors to protect awning against wind damage. This type of damage is not covered under this warranty.

We at NOVA AWNINGS pride ourselves on quality on all of our products and provide a conditional warranty on all of our products;

- External Blinds – 5 Years
- Retractable Awnings – 5 Years
- Roof Systems – 5 Years
- Motors – 5 years

Under this conditional warranty, any such defects must be reported within the applicable warranty period as stated above. NOVA AWNINGS reserves the right to repair or replace any defective part of the working mechanism system, provided that the frame and/or its parts have not been abused, misused or installed improperly. Should the product purchased be discontinued. NOVA AWNINGS

reserves the right to replace the defective parts with comparable ones currently in use. If any item is replaced due to warranty claim, the warranty is not extended on the repaired or replaced part, but applies to the original warranty period.

Warranty Exclusions:

NOVA AWNINGS assumes no liability for damage due to lack of maintenance, misuse or installation not done by NOVA AWNINGS. Labour is not covered by the warranty, goods can be returned to base or fees will apply for onsite assessment.

NOVA AWNINGS assumes no liability for damage to any structure to which the awning is installed or attached, or too property or items located above, below or near the awning. All information provided on the website or NOVA personnel is a guide. All due diligence and responsibility lies solely on the owner in regard to their own property, and whether the product bought is suitable for installation.

Further, this warranty is void when the awning is sold, serviced or repaired by any unauthorised dealer and /or service outlet. We recommend the use of licensed tradesman.

Labour costs for the removal or reinstallation of awning parts is not covered by this warranty and is the responsibility of the owner. NOVA AWNINGS assumes no liability for damage caused by any act of nature including but not limited to hurricanes, gales, tornadoes, snow, sleet, heavy rain, high winds, hail, flooding, weight or loads allowed to accumulate on the awning, fire, similar hazards, vandalism, neglect, improper use or care. NOVA AWNINGS assumes no liability for damage caused installations subject to salt spray or marine influences, industrial or corrosive environments.

This limited warranty does not cover normal wear and tear, dents, scratches or weather; causing soiling/stains from environmental pollution or other sources. Further, this warranty is void when products are used not safely used once installed. Damage or misuse including the failure to follow Nova Awnings installation guides and care instructions. Such as damage to the surface of the fabric of textile awning products due to scrubbing or the use of bleaches or detergents, fungal or algal growth due to build up of surface dirt, grime, leaves or bird matter, accumulations of water lying on fabric. Damage caused by reactions with chemical agents, fumes, liquids or solids.

Normal wear and tear, normal shrinkage of textile products and other changes which occur normally with passage of time.

