

# Warranty Policy for gutta Entrance Canopy Systems



Here at Gutta Werke, we guarantee our canopies and side parts for **5 years** from the date of sale against the rust perforation of the metal construction and excessive loss of translucency (more than 10%) of the respective coverings.

## Requirements

- Use of the product in the European Union.
- The product must remain in its original condition and may not be deformed or modified.
- The transport, storage, cleaning, processing and assembly correspond to the state of the art and current technical documents, such as the installation and maintenance instructions from gutta.
- The product must not be exposed to any adverse chemical effects and the formation of heat accumulation must be avoided by the construction.
- Snow or ice cover on the canopies must not exceed 20 cm – the max. load must not exceed 75 kg/m<sup>2</sup>. We therefore recommend regular removal of the snow or ice cover.
- The claim must be submitted to us via the dealer from whom the products were purchased by presenting the original sales receipt.

## The following cases/damages are excluded from the warranty service

- Inappropriate use
- Faulty installation (non-compliance with installation instructions)
- Damage due to force majeure such as hail and/or storm damages
- Influence by third persons (vandalism) etc.
- Improper maintenance of the canopies and walls (use of corrosive maintenance products and agents that can scratch the surface)

Products with customized shape and color cannot be exchanged.

In the event of justified warranty claims, we will provide a full material replacement. Further warranty claims are excluded. The warranty does not cover installation costs or other losses due to breakage and it begins on the date of sale. We are not liable for indirect secondary and asset losses.

Subject to color or size deviations, etc., within the customary tolerances. Keep the local construction regulations in mind. Our recommendations do not release customers from the duty to inspect the product on their own responsibility. In case of doubt, please consult a specialist.

This warranty does not affect the legal rights of the consumer against the seller due to a material defect.

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