

Warranty | Scenic

landscapeforms



All the materials used to manufacture Scenic are high quality and adapted to the intended use.

Warranty

- Landscape Forms and Renson grant the end customer a 10-year warranty on structural elements of the Scenic terrace covering provided and installed by an authorized Landscape Forms and Renson distributor. The warranty period begins on the day of delivery to the end customer.
- Electrical components, including lighting, and controls are covered by a 2-year warranty.
- Power garages are covered by a 1-year warranty.
- Somfy motors are covered by a 5-year warranty.
- Color and gloss of the powdercoating is warranted for 5 years.
- 10-year warranty on the adhesion of the powdercoating. Not valid on aluminum castings and mounting bases.
- 5-year warranty on the Fixscreen technology: zip stays in side channel + optimal attachment of the zip.
- Crystal screen (fully transparent screen, applied as a window) is covered by a 2-year warranty.

Conditions

This warranty only applies:

- On products and accessories supplied by Landscape Forms and Renson. Product modifications and accessories with materials other than those offered by Landscape Forms and Renson are not covered by the warranty and may suspend the warranty.
- On correctly mounted products and accessories. This also includes the correct connection to the surface and/or walls according to building regulations.
- On defects that occur during normal maintenance and within normal operating and climatic conditions and are demonstrably caused by a material, construction or manufacturing defect.
- If the installation was carried out by an authorized Landscape Forms and Renson dealer.

Exclusions

The warranty does not cover the following types of damage and/or defects:

- Damage due to normal wear and tear or age or caused by the customer's or a third party's actions.
- Minor aesthetic defects (inherent in the production process), discoloration or deformation of components, provided they do not impede the normal functioning of the product.
- Creases/folds in fabric.
- Damage or defects caused by abnormal use and/or lack of maintenance. The term "abnormal use" is understood to mean any misuse, unsafe behavior, wrong or forced use and unprescribed adjustments or modifications to the product and/or parts thereof.
- Damage or defects caused during transport or storage and defects caused by inexperienced installation, repair or intervention by the customer or a third party, or use of parts that are not in conformity or not recognized by the technical department at Landscape Forms and Renson.
- Damage and/or defects caused by intense exposure to harmful atmospheric conditions or abnormal weather conditions (storm, hail, lightning and water and fire damage) or mounting with weak or unsuitable materials.
- Damage caused by exposure to a harsh environment resulting from industrial or manufacturing activities or from high salinity.
- Damage or defects resulting from installation of the product without complying with the installation instructions provided.
- Damage or defects caused by use of the product without complying with the operating, safety and maintenance instructions provided and/or without respecting the technical limits of use.
- Damage caused by assembly taken place with too weak fixing material.
- Damage caused by fluctuations in the power supply that exceed the default by 10% or more.
- Landscape Forms and Renson are not responsible for glass breakage (e.g. through faulty installation or uneven heating of the glass)

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Reporting Defects

- Any defect in conformity shall be reported in writing to Structure-Sales@landscapeforms.com or your local Landscape Forms representative within a period of two (2) months from the time that the defect is determined.
- Any defect reported after the period mentioned above will not be considered and warranty claims will therefore be inadmissible.

Solutions

In case of any claim on the warranty, Landscape Forms and Renson will always examine the product and decide whether the warranty covers the defect. If the defect is covered by warranty, Landscape Forms and Renson will not be liable in any way for any consequential loss and/or possible physical accidents, with the exception of any liability under mandatory statutory provisions.

Repairs

Contact Structure-Sales@landscapeforms.com or your local Landscape Forms representative in case of malfunctions. Only replace defective parts with original Landscape Forms and Renson spare parts. Only these meet the safety requirements that Landscape Forms and Renson stipulates. Inexpert repairs involve risks for the user, for which Landscape Forms and Renson cannot be responsible. Do not attempt to make repairs without guidance from Landscape Forms.

Scenic Accessories

Landscape Forms warrants the accessories, including tables, benches and whiteboards, to be free from defects in material and/or workmanship for a period of three years from date of invoice. This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence, or abuse. Landscape Forms, Inc. will, at its option, repair, replace, or refund the purchase price of any items found defective upon inspection by an authorized Landscape Forms, Inc. service representative.