



# Smart Guard Shutters Limited Warranty

On products installed by Smart Guard Shutters

Covered Purchaser:

Address:

Installation Date:

All Smart Guard Shutters products are covered by a limited warranty. Warranty period varies depending on the type of product purchased and coverage starts from the date of installation:

- 1 Year Labor Warranty
- 5 Year Parts and Materials
- 5 Year Electric Motors
- 10 Year Screen (Insect screen and hurricane screen)
- 1 Year Powdercoat/Paint (exclusions apply-see below)

Within the period of this warranty, Smart Guard Shutters will repair or replace any part proving defective in material. Additional labor charge will apply to replace, repair or service products outside of 1 year labor warranty. All warranty repairs and service must be performed by an authorized Smart Guard Shutters service technician.

## **Powder Coating Warranty Coverage**

Smart Guard Shutters warrants all powder coated parts against cracking, peeling, or excessive fading due to normal climatic exposure for 12 months from the installation date. **This warranty does not cover shutters installed in contact with salt water, chlorine, fertilizer pesticides, industrial chemical agents, sprinkler systems, tree sap or entangled vegetation.**

## **Warranty Exclusions and Limitations**

This warranty does not apply to any cost, repairs, or services for the following:

- **Neglect in proper routine maintenance and care** as outlined in our Shutter Maintenance Instructions.
- Damage resulting from improper use, abuse, accidents, tampering, acts of nature, or alterations.
- Normal wear and tear and natural aging. Slight paint abrasions are inherent and are not covered under this warranty.
- Corrective work necessitated by repairs made by anyone other than a Smart Guard Shutters authorized service technician.
- Damage resulting from improper installation or removal by anyone other than a Smart Guard Shutters authorized technician.
- Does not cover any cost for demolition or repair to service the shutter if shutters are built in, not easily accessible, or special equipment is needed to perform warranty work. Ex. Boom Lift, Scaffolding etc...
- Damage to any structure, to which these products are installed or attached, or to property or items located near the shutter.

## **How to Obtain Warranty Service**

The purchaser must notify Smart Guard Shutters by calling 386-227-6295 of any defect, malfunction, or nonconformity promptly upon discovery. Upon receipt of call, an appointment will be scheduled for an authorized service technician to visit the purchaser's home for the purpose of repairing or replacing the defective part unless the problem can be troubleshooted and resolved via phone or email.

**Service fee will apply if it is determined that the product is not covered under warranty as outlined in the exclusions.**