



## Grand View Screen Warranty

- 1.0 Vision Imports Limited warrant Grandview Screens as manufactured by Grandview Crystal Screen Co., Ltd against any manufacturing fault excluding wear and tear for:  
  
Somfy motor: 5 years  
Grandview motor: 3 years  
All other parts: 1 year  
  
from date of purchase.
- 2.0 This warranty will cover parts for replacement of products deemed to be defective in the manufacturing process only following inspection from Vision Imports or their approved agents that:
  - 2.1 The problem is indeed due to a manufacturing defect and no other reason such as incorrect use, misuse or normal wear and tear.
  - 2.2 Proof of purchase by the customer from the distributor. Where no documentary evidence exists to support such proof, Vision Imports undertakes no responsibility to reimburse any repair or exchange of products under warranty.
- 3.0 Vision Imports will not reimburse the customer and the warranty clause does not apply where damage or fault is occasioned by any of the following:
  - 3.1 Incorrect installation
  - 3.2 Abuse or misuse
  - 3.3 Inappropriate or inadequate maintenance
  - 3.4 Unauthorized modifications
  - 3.5 Using parts not supplied by Vision Imports or Grandview
  - 3.6 Operations outside of the published physical, chemical and environmental specifications for the product
  - 3.7 Unless otherwise agreed, warranty will not include the cost of freight to or from the customer or in any case insurance of the product.



#### 4.0 Minor Rectification

- 4.1 In the case of certain accessible visible component parts requiring minor rectification under warranty, Vision Imports reserves the right to supply replacements for those parts to the customer.
- 4.2 Transport to the customer in such instances will be at Vision Import's cost and option.
- 4.3 Vision Imports specifically reserves the right to examine the defective part or product for assessment as to whether the fault or damage is a matter for warranty, prior to reimbursing any cost or providing any requested free replacement part.

#### 5.0 Invalidation of warranty

This warranty is for normal domestic and commercial use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, modification or other alteration which affects the reliability or performance of the product not attributable to faulty manufacture parts or labour.

#### 6.0 Warranty will be invalidated if

- 6.1 The product has been used for a purpose other than that of the manufacturers' intended application
- 6.2 Damage resulting from repairs or attempted repairs by anyone other than Vision Imports
- 6.3 Damage caused by operation outside of the published physical, chemical and environmental specifications for the purpose

7.0 This warranty is transferrable – it applies to the product and not the purchaser provided that proofs of purchase details are passed onto the new owner.

8.0 Upon verification that any parts or products are defective under the terms of the warranty, such parts or products will be returned to Vision imports for analysis by the manufacturer before disposal unless otherwise instructed.

9.0 This warranty does not cover consequential damage

10.0 This warranty applies only to New Zealand