



LIMITED WARRANTY FOR RETRACTABLE SCREEN

Warranty for Freedom Retractable Screens components, excluding the mesh & its components.

Freedom Retractable Screens of Australia hereafter called "The Company" does warrant all its Freedom Screens components to be free from defects in materials and workmanship under normal and proper use for a period of **FIVE YEARS** starting from the date of invoice. This warranty is offered to the customer who purchased the screening system from **Freedom Retractable Screens Australia PTY** and is extended to the owner of the building at the time when the screen is first installed. This warranty is not transferable unless state or provincial law precludes this, in which case this warranty is valid for five years from original purchase date.

OBLIGATIONS

The Company's only obligation shall be to replace with the least possible delay, defective components which do not conform to warranty, without any other Indemnity relating to fabrication, installation and re-installation or consequential damages.

The components that are replaced pursuant to the terms of this warranty shall be retained by The Company.

Warranty claims should be initiated promptly upon identifying any defect and must fall within the specified warranty period. To process a warranty claim, please ensure you provide proof of payment along with the original purchaser invoice, containing the unique barcode corresponding to the screen in question.

It's important to note that any repairs or replacements conducted under this warranty will not extend the original warranty period.

All costs related to the installation and re-installation of the **Freedom Retractable Screens** components covered by this warranty is not the responsibility of The Company.

Our Limited Warranty protects your investment and gives you peace of mind, so you'll enjoy your retractable screen for years to come. Please directly contact the distributor who installed your Freedom Retractable screen in the event of any queries or warranty claims. To activate your warranty, please scan the QR code on the back of your **Freedom CleanGlide** care kit which was provided to you with your installation & follow the instructions or register online at freedomscreens.com.au/warranty.



Warranty Exclusions

Freedom Retractable Screens assumes no liability under this warranty for the following:

- DIY installations are NOT covered by this warranty.
- If usage, adaptation, or installation are not in accordance with our written installation and operation instructions.
- If the product has been dismantled or returned with clear evidence of abuse or other damage.
- If our written specifications are not properly applied to the buyer when selecting the components.
- If our written instructions for installation have not been followed.
- If our components have been used to perform functions other than the functions they were designed to handle.
- Misuse, abuse, or neglect, including accidental or intentional damage.
- Damage to the mesh or screen components caused by humans or pets walking into the screen when in use.
- The product Care and Maintenance obligations have **NOT** been fulfilled.
- No warranty applies to accidental or intentional damage, including damage to any mesh or insect screens, wear and tear or abnormal use of the product.
- Damage or deterioration caused to the screen components by inadequate maintenance (**please scan the QR Code found on the back of your Freedom CleanGlide Card located in your Freedom CleanGlide Care Kit**).
- Improper adjustment or operation by the purchaser.
- Fading and deterioration of surface warranty to extreme exposure to sun, rain, abrasion, heat, and/or cold.
- Damage caused by contamination of screen mesh due to exposure to excessive moisture, construction dust or debris, and aggressive cleaning agents.
- Inaccurate or incorrect site or operational specifications (Applies to DIY installations when the site or application is not recommended by a Freedom Screens representative or approved Freedom installer).
- Unauthorized repair or modification.
- Damage caused by misuse, normal wearing of track, brakes, and mesh components, or use other than residential applications, accidents, and "acts of god".

THIS IS THE COMPLETE AND ONLY WARRANTY PROVIDED FOR FREEDOM RETRACTABLE SCREENS MATERIAL (excluding Mesh). THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, FOR THIS PRODUCT.