
GUARANTEE

EXOSYSTEME offers first quality products chosen with care. The products installed by our certified teams are guaranteed according to the conditions below. Our warranty is offered solely to the original purchaser and applies only upon presentation of proof of purchase.

DURATION

The **EXOSYSTEME** guarantee is valid from the date of installation of our products and only if installed by our certified team. The guarantee is granted for a period of:

ALUMINUM PARTS / EXTRUSIONS	10 YEARS
MOTOR	5 YEARS
REMOTE CONTROL AND AUTOMATICS	2 YEARS
INSTALLATION	1 YEAR
SCREEN	NONE

During this period, the guarantee remains in effect as long as the user complies with the use and maintenance recommendations.

Application of the warranty does not extend its duration.

HOW THE GUARANTEE IS APPLIED

The guarantee covers all problems encountered in the use of the product for all planned or non-planned events not excluded by the commercial guarantee and this, within the limit of the guarantee period.

To be covered by a guarantee support agreement, the product must have been installed by the EXOSYSTEME team and not have been subject to any abnormal use such as:

- If the system and components have been exposed to force majeure and abnormal conditions such as hail, flooding, fire, strong winds.
- Insufficient maintenance or not in accordance with the recommendations of the enclosed "Guide for use and maintenance".
- Use of corrosive or abrasive cleaning products and other chemicals and their fumes.
- Shock, breakage or incorrect operation.
- Damage by foreign bodies (sand, dust, branches, etc.)
- Damage due to non-compliant power supply.
- The motor has been in contact with water.

LIMITED GUARANTEES AND EXCLUSIONS

The guarantee is limited to the repair or replacement of the part found to be defective or responsible for the malfunction of the system, by an identical part.

EXCLUSIONS: Discoloration, flaking, oxidation, erosion of the paint.

EXOSYSTEME is not liable for any indirect, punitive, special, incidental, consequential or punitive damages or losses suffered by our products and/or the use of our systems.

This guarantee does not cover installation, disassembly, service calls and transportation costs of materials covered by our limited guarantee.

COMPLAINT PROCEDURE

- 1) Contact the **EXOSYSTEME** support team by email at service@exosysteme.com. The EXOSYSTEME guarantee can only be implemented if the buyer has notified EXOSYSTEME in writing within ten (10) days of the discovery of the defect.
- 2) Provide the invoice for the purchase of products with the details of your claim (photo of the damage, if applicable).
- 3) Following a determination of the situation, **EXOSYSTEME** will review the claim and contact the client within four (4) business days.

COMPLAINT

If you are not satisfied with the service received during the claim process, please contact us directly at service@exosysteme.com

I have read the User and Maintenance Guide program, the warranty program, the recommendations, the terms and conditions stipulated above.

Submission # :

Date:

Client's signature:

Address of installation: