

## PRODUCT QUALITY GUARANTEE (the “Guarantee”)

1. “**Manufacturer**” means Plantation Shutters (Pty) Ltd with registration number: 2013/158979/07.
2. “**Client**” means Client as defined in the Manufacturer’s Terms and Conditions (“**T&C’s**”).
3. “**Product**” means Products as defined in the Manufacturer’s T&C’s.
4. The Manufacturer warrants that the Products are free from defects in the materials used and in the workmanship of the Product from the date of Delivery to the Client, for the following periods:
  - 4.1. in respect of materials and components in **not manufactured by the Manufacturer** itself:
    - 4.1.1 the lesser of 5 (five) years or the period recorded for such Product in clause 4.2 below;
  - 4.2. in respect of materials and components actually **manufactured by the Manufacturer** itself:
    - 4.1.2 Plantation Timber Shutters (T1): 5 (five) years];
    - 4.1.3 Plantation 50mm x 60mm Security Shutters (A1): 12 (twelve) years;
    - 4.1.4 Plantation 34mm x 61mm Security Shutters (A2): 10 (ten) years;
    - 4.1.5 Plantation 34mm x 61mm Aluminium Barrier Shutters (A3): 10 (ten) years;
5. The Product quality guarantee outlined in clause 4 above, is subject to the conditions that the Product:
  - 5.1. Was installed, altered and repaired only by an installer duly authorised thereto by the Manufacturer;
  - 5.2. Was at all times used for the purpose for which it was designed;
  - 5.3. Must be or have been cared for and maintained strictly in accordance with the suggested care and maintenance instructions provided by the Manufacturer; and
  - 5.4. Has suffered no damage, deterioration or malfunction from any alteration, modification, improper or unreasonable use or maintenance misuse, abuse, accident, neglect, fire, any direct exposure to water in respect of Timber shutters, and/or heavy and/or abnormal direct exposure to water in respect of Products other than Timber shutters.
6. The guarantee excludes any and all deterioration or damage due to fair wear and tear of the Product.
7. Should the Client be required to enforce the guarantee the following will apply:
  - 7.1. An authorised representative of the Manufacturer will inspect the Product at its place of instalment before the Product is repaired, removed or replaced;
  - 7.2. The Manufacturer will bear the costs of transport and repairs or replacement in order to effect the remedy; and
  - 7.3. The Manufacturer will make all efforts to effect the remedy efficiently.
8. Any parts replaced under the guarantee will become the property of the Manufacturer, and the Manufacturer shall be entitled to remove it from the Client’s premises.

9. The Manufacturer may, at its discretion, make any repairs or replacement of defective parts falling outside the guarantee, but such work shall not be deemed to be any admission of liability.
10. The guarantee may be transferred to subsequent owners for the balance of the remaining period.
11. If the Client causes the Manufacturer to incur costs to inspect the Product to determine if a valid guarantee claim exists and/or start the repair of a part otherwise covered under this guarantee, and the Manufacturer reasonably determines that no valid guarantee claim exists and/or that the part's defect does not fall under the guarantee, the Client will be liable for all such costs incurred by the Manufacturer.