

SECURITY SCREEN LIMITED WARRANTY

Congratulations on purchasing a screen from Safety Screens Aluminum Installations LLC, a leading provider of retractable, security, fixed, motorised and hinged screens for windows and doors along with other outdoor products such as shade sails and pergolas. Our screens are hand crafted to each individual requirement to ensure the best possible solution for your bug and security problems. We take pride in providing screen systems that are functional and enhance the lives of our fellow UAE residents and commercial clients.

Warranty Terms (correct as at 20 April 2021)

The warranty applies solely to the original purchaser and is valid if any Safety Screen stainless steel mesh security screen product is found defective in materials or workmanship that results in failure during normal usage. The duration of this warranty begins on the date of installation and extends for the following period:

1. Ten (10) years for the stainless steel mesh and aluminium frame.
2. One (1) year for the component parts including locks, handles, rollers, hinges and door closers.

In the event the product fails within the parameters of this warranty, Safety Screens Aluminum Installations LLC will repair the fault or replace the product as required within the warranty period.

How do I make a Warranty claim?

Simply contact us in writing by email or WhatsApp and, where possible, provide a photo or video of the affected product. Further instructions regarding the warranty process will be communicated either by phone, email or WhatsApp. Safety Screens Aluminum Installations LLC reserves the right to confirm warranty non-compliance before repairing or replacing the product. Verification of ownership is required to keep your warranty intact for any future warranty claim.

What is not covered by the warranty

Damage from cleaning or chemical use other than those previously recommended by Safety Screens Aluminum Installations LLC is not covered by the warranty. Damage from fire, explosion, liquid submersion, discoloration, surface scratches is not covered under the warranty; nor is damage wilfully caused, damage caused by vandalism, damage sustained through modification; damage through exposure to excessive heat surfaces including but not limited to naked flame, hot cooking utensils; damage caused to the screen by inadequate maintenance i.e. failure to routinely remove dirt, dust and debris from the channels and mesh; inappropriate, non-fair wear and tear, or negligent use of the screens. Damage caused by natural conditions such as earthquake, tsunami, hurricane, flood, and hail are not covered by this warranty. Movement, distortion, expansion and contraction, or collapse or settling of the ground or the supporting structure on which the Safety Screens Aluminum Installations LLC products are installed are not covered by this warranty. Any changes to community design rules and regulations, or the change in interpretation of community design rules and regulations, are not covered by this warranty. Non-payment of

accounts within 10 days of job completion may void the warranty unless specifically agreed to by Safety Screens Aluminum Installations LLC.

No other express Warranties

The Limited Warranty set forth herein constitutes the entire express warranty and representation of Safety Screens Aluminum Installations LLC with regard to its screen products. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchase orders, contracts or invoices which may be executed in connection with the purchase of Safety Screens Aluminum Installations LLC products. No representation or warranty made by any Safety Screens Aluminum Installations LLC distributor, dealer, agent, representative or employee shall be binding to you or Safety Screens Aluminum Installations LLC other than as set forth herein.