

## PRODUCT QUALITY GUARANTEE

All products recorded in the quote to which this is annexed (“**the Product**”) are subject to the following quality and workmanship guarantee (the “**Guarantee**”):

1. (“**the Supplier**”) warrants to you, the client recorded in the Quote to which this is annexed (“**the Client**”), that the Products are free from defects in the materials used and in the workmanship of the Products from the date of delivery of the Products to the Client, for a period of:
  - 1.1. 10 (ten) years only in respect of materials and components actually manufactured by the Manufacturer itself.
  - 1.2. 5 (five) years for materials and components of the Products that were not manufactured by Blockhouse Shutters (Pty) Ltd (registration number 2015/124996/07) (“**the Manufacturer**”);
2. The guarantee outlined in clause 1 above is subject to:
  - 2.1. the Product having been installed, altered and repaired only by an installer duly authorised by us;
  - 2.2. the Product having been at all times used for the purpose for which it was designed;
  - 2.3. the Product having been cared for and maintained strictly in accordance with the suggested care and maintenance instructions provided by us; and
  - 2.4. there having been no damage, deterioration or malfunction from any alteration, modification, improper or unreasonable use or maintenance misuse, abuse, accident, neglect, and /or fire.
3. The guarantee excludes any and all deterioration or damage due to fair wear and tear of the Product.
4. Should the Client be required to enforce the guarantee the following will apply:
  - 4.1. the Supplier’s authorised representative will inspect the Product at its place of instalment before the Product is repaired, removed or replaced;
  - 4.2. the Supplier will bear the costs of transport and repairs or replacement in order to effect the remedy; and
  - 4.3. the Supplier will make all efforts to effect the remedy efficiently.

5. Any parts replaced under the guarantee will become the property of the Manufacturer, and the Supplier shall be entitled to remove it from the Client's premises to deliver to the Manufacturer.
6. The Supplier 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.
7. The guarantee may be transferred to subsequent owners for the balance of the remaining period.
8. If the Client causes the Supplier 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 Supplier 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 Supplier.