

## **JAY'S OUTDOOR LIVING ROLLER SHUTTERS**

### **SUPPLY AND INSTALLATION WARRANTY INFORMATION**

*This guarantee is not effective unless full payment has been made for the products delivered.*

#### **Warranty Coverage**

- Labour / Installation Workmanship: 12 months
- Motors: 5 years
- Aluminium Components: 5 years
- Other Components (e.g. remotes, internal wiring, electronic devices): 12 months

#### **Inclusions**

This warranty covers:

- Manufacturing defects in materials or components
- Installation workmanship defects where Jay's Outdoor Living performed the installation
- Component failure during normal residential use
- All warranty rectifications will be carried out by Jay's Outdoor Living at no cost to the customer, provided the issue falls within the coverage terms.

#### **Exclusions**

This warranty does not cover:

- Misuse, negligence, or obstruction, such as attempting to operate shutters while blocked or jammed
- Damage from impact, vandalism, or external forces (e.g. vehicles, tools, construction works)
- Water ingress into motors or electrical components due to environmental factors
- Tampering, alterations, or repairs performed by unauthorised persons

#### **Service Process**

All warranty claims must be submitted via email with a description and video / photo of the issue to [info@jaysoutdoorliving.com.au](mailto:info@jaysoutdoorliving.com.au)

Jay's Outdoor Living will assess the claim and advise whether the issue is covered.

Warranty service will be scheduled as soon as practicable once the claim is approved.

#### **Non-Warranty Repairs**

If a service call determines the issue is not covered under warranty, the following conditions apply:

- Call-out Fee: \$280 + GST
- Labour and Parts: Charged separately for any required repair or replacement work
- Quotation: A written quote will be provided before proceeding with any repair work
- Approval Required: Work will only commence after written approval from the customer

#### **Examples of Non-Warranty Issues:**

- Obstruction or misuse causing slat or motor damage
- Water ingress to motor or wiring
- Impact damage or accidental breakage
- Electrical issues caused by third-party trades
- General wear, fading, or weathering
- Modifications or tampering by unauthorised persons