

Limited 25-year warranty on Sunland® Polycore shutters

Sunland's Polycore shutters are warranted against defects in materials that might result in the warping, cracking, or fading of the shutters for a period of 25 year from the date of initial installation. This Limited Warranty on the Polycore shutters shall remain in effect to the original end user, if and only if normal maintenance and cleaning practice are followed (see section of this Limited Warranty entitled "Maintenance Cleaning") and is prorated depending upon the length of ownership. This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall Sunland Shutters be liable for incidental or consequential damages, or for any expense associated with such damages. Purchaser's sole remedy against under this warranty is the repair or remanufacture of the defective product by Sunland® Shutters. Repairs will be made only with like or similar parts. This warranty does not include any payment for shipping charges nor for any labor costs, including but not limited to the cost of measuring and installation.

This limited warranty automatically goes into effect 5 days after the initial completed installation of the Sunland® Polycore Shutters and will entitle the end user to the benefits of this Limited Warranty. The limited warranty stipulated in this document is the only warranty applicable to Sunland® Polycore shutters and is granted in lieu of any warranties, otherwise implied by law or equity and no such warranties shall apply to Sunland® Polycore shutters or to this limited warranty.

1. Product Use

This Limited Warranty applies only in respect to Sunland® Polycore Shutters used strictly for the purpose for which they were intended. Warranty is not applicable to commercial application, i.e. hospitals, hotels, retirement homes, any other public arenas.

2. Limited Warranty Limitations

Sunland® Shutters' liability is limited solely and exclusively to repair or replacement of the defective part at the sole option of Sunland® and under no circumstances will Sunland® be liable for any incidental or consequential damages such as, but no limited to, labor costs for any purposes, inconvenience, damage or injury to persons or to property, or any other expense or liability.

3. Replacement Parts or Repairs

Sunland® reserve the right to discontinue or change any Sunland® Polycore Shutters as currently manufactured. If Sunland® determines to make a replacement under the terms of this Limited Warranty and an exact replacement part is not available, Sunland® reserve the right to substitute a part or parts of equal quality at its sole option. Sunland's limited warranty does not cover damage to following hardware accessories / parts or minor issues generally associated with normal shutter wear and tear after a period of 12 months from the date of original installation: Tension loosening on louvers, loose or defective magnets, yellowing or cracking of plastic parts, Loose tilt rod staples, Discoloration or rusting of hardware accessories such as magnet plates and hinges.

Exclusions from Limited Warranty Coverage

The following are excluded from coverage under this Limited Warranty:

1. Any damage caused by exposure to air pollutants and normal atmosphere conditions that may cause all PVC surfaces to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under Sunland's Limited Warranty.
2. Any defect, malfunction, or failure of the Sunland® Polycore Shutters to perform in the manner in which they are designed resulting from unreasonable use, improper installation, or original end user's failure to follow normal maintenance and cleaning practices as set forth in the section entitled "Maintenance Cleaning" below.
3. Any damage to the Sunland® Polycore Shutters or components of the shutters caused settlement or structural defects of the building in which they are installed.
4. Any damaged caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, or exposure to harmful chemicals or pollutants.
5. Any damage caused by improper handling or installation of Sunland® Polycore Shutters.
6. Any Sunland® Polycore Shutter that has been repaired or modified by any person other than a duly authorized representative of Sunland® Shutters.
7. Sunland® Shutter's shutters are manufactured to industry standards. Minor imperfections not noticeable from a distance of 3 ft. under ordinary lighting conditions in normal installations are not considered defects.
8. Polycore Shutters are made from PVC material and may warp or shrink if the product is not handled properly during transport or storage (i.e. transported in a locked trunk or stored in tool sheds without temperature control). Warping and shrinkage (and any product damage) resulting from improper transportation or handling will void the product warranty.
9. Warpage and shrinkage may also occur if the product is installed in an application that will result in prolonged heat exposure over 150 degrees Fahrenheit (sunlight reflecting off swimming pools or glass will magnify the heat intensity and result in temperatures exceeding 150 F). Applications where the product will be subject to prolonged heat exposure over 150 F are considered as inappropriate / application error and will void Sunland's limited warranty.

Effective Date of Limited Warranty

This Limited Warranty will take effect FIVE (5) DAYS from the date of receipt of delivery or Will Call as recorded by Sunland® Shutters.

Maintenance & Cleaning

Vinyl materials are closer to "maintenance free" than any other building material currently available. However vinyl surfaces may become dirty. Normal maintenance requires washing with mild soap and water using a soft cloth. For difficult to remove dirt and stains readily available citrus based orange cleaners can be used. Chlorine-based cleaners or other cleaners containing organic solvents could affect the surface appearance and long-term durability of the product. At no time should an abrasive be used to clean the shutters.

Procedure and Condition of Limited Warranty Remedy

In this event that Sunland's obligation under this Limited Warranty is sought, the original end user must notify the Dealer/Distributor in writing within THIRTY (30) DAYS after the defect is first detected. Such notification must contain the following:

- a. Name and address of the original end user
- b. Date of installation
- c. A brief description of the defect

Upon receipt of this information the dealer / distributor will investigate the nature of the warranty claim and if the warranty claim is accepted, dealer / distributor will notify the original end user of his share of prorated costs (where such is applicable), in accordance with the Proration Schedule below. No repair or replacement parts will be provided until Sunland's dealer / distributor has received the original end user's payment for their share of the prorated costs. The dealer / distributor will provide repair or replacement parts to the owner upon receipt of the original end user's payment. All repair work will be done at Sunland plant or facility. Shutters requiring repairs must be sent to the appropriate Sunland facility for repair. See dealer / distributor for the address of the nearest Sunland repair facility. Original end user shall be responsible for all transportation and delivery costs to and from the Sunland® facility.

Proration Schedule

The percentage of warranty repair or replacement materials costs to be share by the original end user and Sunland as stipulated on the face of this Limited Warranty Certificate are as follows:

Lapsed Time From Date of Installation	Share of Material Replacement Cost		Lapsed Time From Date of Installation	Share of material Replacement Cost	
	Sunland	Owner		Sunland	Owner
1 to 15 years	100%	0%	21 years	17%	83%
16 years	27%	73%	22 years	15%	85%
17 years	25%	75%	23 years	13%	87%
18 years	23%	77%	24 years	11%	89%
19 years	21%	79%	25 years	10%	90%
20 years	19%	81%			

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