



Ambient Blinds Warranty

Stratco proudly offer a trusted

5 Year Product Warranty

On all Stratco Ambient Blinds, due to:

- Thorough & continuous testing of materials
- Stringent manufacturing controls
- Industry leading manufacturing technologies



Register your Warranty online at:

www.stratco.com.au/about/about/warranty-registration/

The Stratco Advantage

Stratco is a **100% AUSTRALIAN OWNED** success story, proudly boasting over 75 years of manufacturing excellence and operates in every state and territory in Australia and New Zealand.

Designed • Engineered • Tested • Manufactured • Guaranteed

- Large in-house engineering and design team to customise each project to the customer's specific needs.
- World class testing facility with a battery of testing processes to ensure the highest quality materials that consistently exceed Australian standards.
- Industry leading research and development program to drive innovation in outdoor lifestyle and building products.

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5 Year Product Warranty



Warranty For Stratco Ambient Blinds

This warranty is given by Stratco (Australia) Pty Limited (ACN 007 550 754)
PO Box 158, Enfield Plaza, South Australia 5085
125 Cavan Road, Gepps Cross, South Australia 5094
Telephone: (08) 8260 9600

All other references to Stratco in this warranty refer to SLECO Pty Ltd (ABN 25 007 893 781) and any and all of its subsidiaries and related bodies corporate including Stratco (Australia) Pty Limited.

1. Warranty Period

Stratco Ambient Blinds are carefully inspected and tested during manufacture and prior to shipment. In addition to any statutory warranties or conditions that apply under the Australian Consumer Law, Stratco warrants in favour of the original purchaser of its Ambient Blinds that the Ambient Blinds are free of defective workmanship and faulty materials and will operate in accordance with normal and intended use for a period of five (5) years from the date of purchase.

2. Warranty

Stratco will, at its option, repair the Ambient Blinds or replace it with an identical or similar product, for any Stratco Ambient Blinds purchased in Australia which is defective during the above warranty period.

3. Exclusions from Warranty

The Stratco warranty does not cover any defect or damage which may be caused or partly caused by:

- 3.1 use of the Ambient Blinds otherwise than in accordance with its normal and intended use;
- 3.2 failure to properly handle, store or maintain the Ambient Blinds;
- 3.3 failure to follow any instructions or guidelines for use or storage of the Ambient Blinds;
- 3.4 application of paint, varnish, enamel or any other coating or compound being applied by any person;
- 3.5 attachment of items, whether permanently or temporarily;
- 3.6 any Ambient Blinds that are moved after being installed;
- 3.7 any Ambient Blind or associated items supplied by Stratco that have been modified other than in accordance with the Ambient Blinds installation instructions;
- 3.8 splitting due to fasteners being applied through the Ambient Blinds;
- 3.9 any Ambient Blind that has been installed on unstable or unsound surfaces, on surfaces which are not level, or in such a position that allows the Ambient Blinds to move once installed;
- 3.10 use of the Ambient Blinds in conjunction with product provided by another manufacturer;
- 3.11 deterioration of any finished surfaces due to exposure to ocean salt spray, except as set out below in clause 3.11.1, or other corrosive atmosphere including hazardous industrial processes;
 - 3.11.1 The ambient blinds were manufactured with 'coastal approved' materials and the product was installed in an area rated C1 (very low risk of corrosion), C2 (low risk of corrosion) or C3 (medium risk of corrosion) as defined in ISO 9223:2012 ("Corrosion of metals and alloys – Corrosivity of atmospheres – Classification, determination, estimation") and AS 4312:2008 ("Atmospheric corrosivity zones in Australia")
- 3.12 damage by wind gusts or squalls; (Automated wind sensors are recommended to only be utilised as a safety measure but never to be relied upon. It is the responsibility of the customer and/or user to retract the Ambient Blinds in windy conditions)
- 3.13 Ambient Blinds that are in excess of 12m² in size;
- 3.14 variations in colour, texture or patterning; or
- 3.15 fair wear and tear, any accident or act of God.

4. Cessation of Warranty

The Stratco warranty will cease to apply if:

- 4.1 the Ambient Blind is used in any commercial enterprise or business;
- 4.2 the Ambient Blind is repaired, altered or modified without Stratco's written consent.

5. Claiming Under the Warranty

- 5.1 In order to make a claim under the Stratco warranty, the original purchaser must contact Stratco at any one of Stratco's retail stores together with proof of purchase and all accessories, instructions, specifications and details of other material supplied with the Ambient Blinds.
- 5.2 Locations of Stratco's retail stores can be obtained by contacting Stratco by:
 - 5.2.1 calling the following Stratco telephone numbers:
 - 5.2.1.1 1300 185 185 for Australian residents
 - 5.2.2 visiting the following Stratco website:
 - 5.2.2.1 www.stratco.com.au for Australian residents
- 5.3 Stratco will carry out an initial examination of the Ambient Blind to determine if the Ambient Blind is apparently or potentially defective through no fault of the purchaser and will:
 - 5.3.1 record the purchaser's contact details (including postal address, email address and telephone numbers at which the purchaser can be contacted during usual business hours) and details of the apparent defect;
 - 5.3.2 carry out further examinations of the Ambient Blind, if necessary to determine whether it is actually defective through no fault of the purchaser; and
 - 5.3.3 notify the purchaser within a reasonable time of its determination under clause 5.3.2.
- 5.4 If Stratco determines that the Ambient Blind is actually defective as provided in clause 5.3, Stratco will repair or replace the Ambient Blind in accordance with the Stratco warranty.
- 5.5 Stratco will not accept any claim which is not strictly in accordance with the Stratco warranty.
- 5.6 The purchaser will be responsible for all expenses incurred in claiming under the Stratco warranty.

6. Limit on Liability

Subject to Clause 7:

- 6.1 Stratco will not be liable for any warranty or representation as to the quality or otherwise of the Ambient Blinds unless stated above or unless expressed in writing and signed by Stratco. Any such warranty or representation will be limited to its express terms; and
- 6.2 Stratco will not be liable in any event for any loss of profits or other indirect or consequential loss arising out of any defect in the Ambient Blinds.

7. Application of Consumer Laws

- 7.1 Nothing in the above warranty or limit on liability is intended to have the effect of contracting out of any applicable provision of the Australian Consumer Law, except to the extent permitted by the Act where applicable.
- 7.2 The Australian Consumer Law requires the inclusion of the following statement in any warranty in respect of goods supplied to a consumer as defined under the Australian Consumer Law:

"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

8. Specifications

- 8.1 Stratco reserves the right to change the Ambient Blinds specifications without notice.

All brands and logos/images accompanied by ® or ™ are trade marks of Stratco (Australia) Pty Limited.



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