

1. Warranty

- Eco Awnings guarantees that the Product is free from material defects, subject to the terms below:
 - Eco Awnings will coordinate with Product Suppliers for repair or replacement of any defective parts, as identified through examination, for a period of two years from the date of installation.
 - Repairs must be approved by Eco Awnings; unauthorized repairs will void the warranty.

2. Warranty Eligibility

- This warranty is valid only for the initial purchaser of the Product from Eco Awnings.

3. Conditions for Warranty Claims

- The purchaser must notify Eco Awnings within 14 days of identifying a defect.
- If special access is required for repairs (beyond a normal step ladder), it must be provided by the customer in compliance with Work Cover standards.

4. Warranty Exclusions

- The warranty does not cover:
 - Products used for purposes other than their intended design.
 - Products not installed, operated, or maintained according to Eco Awnings or Product Supplier instructions.
 - Products subjected to misuse, abuse, negligence, or accidents.
 - Products damaged by acts of God, war, or civil insurrection.
 - Products where the purchaser is a bailor for reward.
 - Products purchased primarily for resale.
 - Damage from normal weather exposure or atmospheric conditions, unless improperly maintained for over two months.

5. Ancillary Components

- The warranty applies solely to the Product and excludes any ancillary installation components, including faulty structures it is attached to.

6. Travel and Transport Costs

Repairs should ideally be performed at the installation site, unless otherwise recommended by Eco Awnings.

a call-out fee applies for all repair on awning not install by eco awnings

- Post-warranty, a call-out fee applies and the purchaser will bear all costs for parts and labour.