



Aesthetic Home Designs
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WARRANTIES

NOTE: In the occurrence of any manufacturing defects, we will promptly initiate a warranty claim to address them. However, prior to the receipt of full payment, we are unable to generate or dispense any manufacturing warranty claims, as they will not be covered or deemed valid by the manufacturer.

General Warranty Information

Aesthetic Home Designs offers a 12-month labour warranty from the installation date. Should there be a workmanship error, you are covered by our labour warranty, and there will be no call-out fee. If it is a manufacturing fault, a reduced call-out fee of \$75 applies. After the 12 months, all call-outs are subject to a \$145 fee.

Aesthetic Home cannot be held liable for any damages caused during the removal of products installed by us or any external party. While we will take all reasonable measures to prevent damage during the installation or removal process, it is possible that removal may result in damage to the surface into which the products were installed.

Exclusions:

- Aesthetic Home Designs is not responsible for damages caused by natural disasters (e.g., lightning, fire, earthquake, storm, flood, explosion) or any damage resulting from maltreatment or operating the product outside its specified technical parameters.
- We do not accept liability for damages caused by the expansion or contraction of the building or any structural shifts.
- Failure to follow the provided care and maintenance instructions will void your warranty.

OMBRA Outdoor Blinds

- **5 Years - Componentry Warranty**
- **5 Years - Fabric Warranty**
- **5 Years - Motorisation Warranty**

Fabric Appearance: Ombra Awning Fabrics are designed for shading and are not expected to appear completely flat. Fabric characteristics may cause variations in appearance due to temperature changes, affecting the fabric's flatness. Defects are determined if visible to the naked eye in natural daylight from a distance of 1.5 metres.

What is Covered:

- This warranty covers the repair or replacement of CW Systems products found to be defective in materials or workmanship.

Exclusions:

- Damage caused by normal wear and tear, misuse, pets and animals, exposure to high humidity, severe environments (such as salt spray or marine influences, industrial and corrosive areas), or modifications not made by a professional installer.
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BAYVIEW Plantation Shutters

- **5 Years - Paint**
- **25 Years - Structural**
- **2 Years - Hardware (e.g., magnets, hinges, catches)**

Light Gaps: Plantation shutters are not designed to completely block out light. Light gaps are tolerated within a 4-6mm separation between blades and are not considered defects unless visible to the naked eye from a distance of 1.5 metres.

What is Covered:

- This warranty covers defects in materials for Bayview Plantation Shutters, including structural integrity and paint finish.

Exclusions:

- Moisture damage to timber components, normal wear and tear, misuse, improper installation, exposure to high humidity, severe environments, or modifications not made by a professional installer.

OASIS Plantation Shutters

- **5 Years - Paint**
- **20 Years - Structural**

Light Gaps: Similar to Bayview Shutters, Oasis Plantation Shutters are not designed for total light blockage. Light gaps within a 4-6mm separation are acceptable.

What is Covered:

- This warranty covers defects in materials for Oasis Plantation Shutters, including structural integrity and paint finish.

Exclusions:

- Similar to Bayview Shutters, including moisture damage, improper installation, and environmental exposure.
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ROLLASHIELD Roller Shutters

- **5 Years - Roller Shutter Coatings**
- **3 Years - Aluminium Axle Systems**
- **1 Year - Manual Controls and Rollers**
- **2 Years - E-Series Motor (L10, T20, T30)**
 - 1 Year - Controllers
 - 6 Months - Batteries
- **5 Years - Somfy Motors**
 - 2 Years - Controller and Electrical Accessories

What is Covered:

- This warranty covers defects in materials for Rollashield Roller Shutters, including motorisation, coatings, and manual controls.

Exclusions:

- Damage caused by normal wear and tear, improper installation, misuse, and exposure to harsh environments.

ELIPSO Louvres

- **10 Years - Powder-Coated Surfaces**
- **12 Months - All Other Components and Accessories**

What is Covered:

- This warranty covers defects in materials for Elipso Louvres, particularly the powder-coated finishes.

Exclusions:

- Normal weathering, corrosion due to proximity to the ocean or industrial environments, and damages caused by extreme conditions.