



July 2024

Limited Product Warranty – Polycarbonate Greenhouses

This product carries a limited warranty, which covers the following:

- Aluminum frame and stainless steel hardware (*up to 15 years from date of purchase*)
- Triple-wall polycarbonate glazing (*up to 15 years from date of purchase*) and twin-wall polycarbonate glazing (*up to 10 years from date of purchase, prorated beginning 5 years from date of purchase*)
- Defects in material and workmanship when properly assembled using only manufacturer's original equipment parts in accordance with manufacturer's assembly instructions (*up to 10 years from date of purchase*)

Exclusions:

This warranty does NOT cover the following components, for which replacement parts may be provided at a reasonable cost:

- Operating parts such as pistons in automatic window openers
- Other accessories provided with the greenhouse which are breakable in ordinary use

The warranty does NOT cover damage resulting from any of the following:

- Excessive loads placed on the packed product and/or parts (beyond reasonable expectations)
- Glazing breakage caused by large hail, rocks or other projectiles (including rocks thrown by a lawnmower)
- Use of force, incorrect handling, or inappropriate use, neglectful use or assembly or maintenance, commercial use or use other than for personal or household purposes
- Alteration, painting, connecting, gluing, sealing or assembly not in accordance with the manufacturer's instructions
- Extreme storms, wind, flood, fire, overaccumulation of snow load, or other extreme weather conditions

Snow Load Advisory:

Customers who purchased a Royal Victorian (or other Janssens model) polycarbonate greenhouse are expected to regularly clear snow accumulation from the roof of their greenhouse as overaccumulation may crush the structure. This type of damage is not covered under this warranty.



Commencement and Transferability

This warranty commences from the date of purchase and is non-transferable. A dated proof-of-purchase must be presented upon request. Customers are advised to keep this product warranty and proof of purchase in a secure place as they will be needed to process any claims.

Claims Process:

Address your claim to the customer service department by phone or email. A photograph or sample of the defective part(s) may be required to expedite the resolution process. If needed, the customer will allow the manufacturer or its representative to access and/or examine the greenhouse and its parts at the original service location. After a claim has been settled the guarantee will continue to run to its original expiry date (the original date of purchase). Exaco will repair or replace the product at our discretion.

Customer Satisfaction:

Ultimately, we strive to make every customer happy. We will do our utmost to resolve any warranty related issues in a manner satisfactory to the customer.