



Effective April 2024

Limited Product Warranty – Biostar 1500 Coldframe

This product carries a 5-year limited warranty from the date of purchase when properly assembled using only manufacturer's original equipment parts in accordance with manufacturer's assembly instructions. The purpose of the warranty is to insure against damage accrued in the course of fair and reasonable use throughout this period.

Exclusions:

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

- Excessive loads placed on the packed product and/or its parts
- Inappropriate use of force, incorrect handling, neglectful use, incorrect assembly or maintenance, commercial use, or any use other than for personal or household purposes
- Severe storms, wind, flood, fire or other extreme weather conditions.

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:

In case a problem should occur, 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.

Yours sincerely,

R. Andrew Cook
Vice President, Exaco