

### **North Shore Canvas 12-month Warranty**

- North Shore Canvas will give a 12-month full warranty valid from time of manufacture or installation and will repair or replace as necessary any defect in the workmanship or faulty new materials from suppliers associated with the job at no cost. Any material fault after 12 months is subject to the manufacturer's warranty, and these do not cover labour costs.
- Our Pvc, Canvas and Mesh fabrics are all outdoor quality and are suitable for most normal weather conditions however care will be needed in high wind or storm conditions exceeding 80 km/hr. We recommend that the cover, shade-sail, awning, screen be either rolled up and/or removed over this period. Our supplier warranties are very specific regarding this aspect and usually do not cover any damage.
- Please note any variation in the dimensions, type or style of fabric from the original dimensions or specifications may cause alteration to the quoted price.
- The warranty will not cover all fabric, materials or hardware that has been supplied by the customer.
- The warranty will not cover incorrect installation by an unauthorised customer or installer. Any issues that are the direct result of incorrect installation will be charged including travel costs to the customer.
- The warranty will not cover if the customer has supplied incorrect measurements, NSC takes no responsibility for them being incorrect. We rely on exact measurements to manufacture the product competently and if required to travel for an on-site measure this will be an added cost.
- We cannot control the price variations that are happening due to the volatility of freight increases from importing. We have quoted based on the current pricing available for the 30-day period and will advise immediately if there is an alteration to the quote when confirmation is received.

### **North Shore Canvas Terms and Conditions.**

- Payment terms are strictly 40% deposit prior to job commencement, with the total balance due 7 days following completion of contract if you do not have an existing account or on delivery/installation.
- Once deposit has been received this is an acknowledgement by the customer that we are to proceed with the entire job to the full value quoted.
- If changes are required to any of these specifications, please advise us as soon as possible and an amended quote will be issued.
- Installations outside of normal working hours will incur additional fees.
- Goods shall remain the property of North Shore Canvas Ltd until full payment has been received. No warranty claims will be accepted against delinquent accounts.
- Bank account details are BNZ 02-1244-0082334-000.