

WARRANTIES

LA TOULOUSAINE

BIOCLIMATIC PERGOLAS

BIOCLIMATIC PERGOLAS developed by LA TOULOUSAINE from February 1st, 2025 benefit from the following contractual guarantee

1 - Duration

La Toulousaine guarantees its products for 10 years from the date of shipment.

2 - Scope

This warranty extends, at La Toulousaine's option, to the repair or replacement of parts found to be defective within the limits of the exclusions defined below.

The structure is guaranteed for 10 years. The resistance of the lacquering is guaranteed for 10 years.

The motors, boxes, remote controls, LED receivers, store receivers, power supplies are guaranteed for 5 years.

All other parts, including Zip Blinds, are guaranteed for 2 years.

3 - Exclusion

This warranty only includes the repair or replacement of parts found to be defective by La Toulousaine after examination, to the exclusion of any participation in any other damage whatsoever.

The guarantee does not cover the coverage of:

- the costs of removal – dismantling – reinstallation of the products,
- deterioration due to:
 - normal wear and tear and consumables (battery, bulb, cable, rubber seal, etc.),
 - failure to comply with the rules of the art, standards or instructions of La Toulousaine during the installation or use of the products,
 - use that is not in accordance with its initial purpose, even if temporary,
 - poor storage conditions,
 - any hazard related to installation or misuse before the site is accepted (knocks, scratches, etc.)
 - exceptional weather phenomena:
 - Wind
 - lightning.
 - external influences such as fire, water, salts, acid bases, abnormal environmental conditions, various projections, force majeure,
 - negligence or poor maintenance or lack of maintenance (presentation of the maintenance booklet is mandatory).
- modified products or use of accessories not approved by La Toulousaine,
- products located less than 500 m from a seafront or less than 50 m from an aggressive atmosphere,
- defects or imperfections not visible at 1.5m during a 10-second examination with normal vision under significant lighting (in accordance with ADAL),
- breakages or malfunctions caused by adverse weather conditions or if it has been overloaded by a foreign weight (e.g. snow),
- damage resulting from failure of the wall, fixing wall,
- the consequences of water flowing on the product from vertical walls, other roofs, roofs, gutters, etc.,
- maintenance costs,
- non-conformity of products with commercial documentation, which are non-contractual documents,
- any material or immaterial damage resulting or not resulting from the defect of the product.

4 - Terms and conditions

The warranty must be implemented by registered letter, accompanied by a copy of the invoice, within 8 days of the appearance of the defect. Otherwise, the warranty can no longer be invoked.

It is only admissible if the buyer is up to date with his financial obligations.

Defective parts must be returned, postage paid by the customer and non-refundable to the following address:

By mail: FTFM La Toulousaine
Route de Toulouse
CS 57668 ESCALQUENS
31676 LABEGE CEDEX
FRANCE

By carrier: FTFM La Toulousaine
ZA des BOGUES
Route de Toulouse
31750 ESCALQUENS
FRANCE

The return of parts repaired or replaced by La Toulousaine within the scope of the warranty is carried out at La Toulousaine's expense.

Le 01/02/2025 – La Toulousaine.