



Warranties

La Toulousaine Balustrades

Balustrades sold by La Toulousaine from 1st June 2017 enjoy the following contractual guarantees

1 - Duration

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

2 - Extent

At the discretion of La Toulousaine, this warranty covers the repair or replacement of parts recognised as defective within the limits of one of the exclusions defined below.

The lacquering with uniformity of brightness and hue is guaranteed 5 years.

Accessories and parts subject to wear are guaranteed for 2 years.

3 - Exclusion

This warranty only covers the repair or replacement of parts recognised as defective by La Toulousaine following an inspection, excluding any participation in any other damage of any kind.

The warranty does not cover the following in particular:

- expenses incurred in removing, disassembling or re-installing products,
- damage due to:
 - normal wear and consumables (batteries, bulbs, cables, rubber seals, etc.),
 - Failure to comply with La Toulousaine's standards, instructions or best practices when installing or using products.
 - Using products in a manner inconsistent with their intended purpose (even on a temporary basis).
 - Poor storage conditions
 - Any hazard related to poor installation or misuse prior to project hand-over (knocks and scratches, etc.).
 - Exceptional weather events:
 - Wind exceeding the relevant class of the door,
 - lightning, frost.
 - The use of non-compatible parts (control boxes or automated equipment, for example),
 - External influences such as fire, water, salt, alkaline and acid, abnormal environmental conditions, various types of splashes and force majeure events.
 - Negligence or poor/lack of maintenance (the maintenance booklet must be submitted for inspection).
- Modifications made to products.
- Defects or imperfections that are not visible at a distance of 1.5 m during a 10-second inspection with normal vision under significant lighting (in accordance with ADAL).
- Maintenance costs.
- Non-compliance of products with the commercial documentation, which are non-contractual documents.
- Any consequential or non-consequential material or immaterial damage resulting from the product defect.

4 - Terms

The warranty must be activated by registered letter with return receipt, together with a copy of the original invoice.

The warranty is only admissible if the buyer has fulfilled his or her financial obligations.

Defective parts must be returned to the following address (non-refundable, prepaid carriage):

By post: FTFM La Toulousaine
 Route de Toulouse
 CS 5757668 ESCALQUENS
 31676 LABEGE

By carrier: FTFM La Toulousaine
 Route de Toulouse
 31750 ESCALQUENS

The cost and risk of returning parts that have been repaired or replaced by La Toulousaine under the warranty is covered by La Toulousaine.

1st June, 2017 – La Toulousaine.