

VELUX

PRODUCT INFORMATION FOR END CONSUMERS

Thank you for buying a VELUX product. We are very proud of all that we produce and stand behind our products. If you are an "end- user" and have a concern regarding a VELUX product, this information document will help you to be clear about what steps to take. For the avoidance of doubt, "End-user" means the natural or legal person who owns the VELUX product and who has not acquired it with a view to reselling or installing it in the course of business.

We should also say that an end-user will have legal rights, which arise from the sale of a VELUX product. Those rights are not affected in any way by this information document.

1. Conditions

The statutory guarantees provided to end consumers in relation to VELUX products may not apply where a defect has resulted directly or indirectly from a) the product's installation, (including (but not limited to) installation carried out contrary to VELUX installation instructions or contrary to good workmanship standards), b) installation of the product outside recommended installation areas, c) operation contrary to standard operation or misuse, d) wear and tear, e) use of incompatible spare parts, wear parts or accessories (e.g. power supply), f) transportation, g) any form of inappropriate handling, h) non-approved product modifications or i) other factors which are other than those relating to the product's manufacture or the materials used in manufacture.

In addition, the statutory guarantees provided to end consumers in relation to VELUX products may not apply in regard to any defects which result directly or indirectly from neglect including (but not limited to) where there has been a failure to maintain, carry out regular testing and/or servicing, or due to neglect in maintenance of the product as described in the user/maintenance instructions or directions for use, or where the defect could have been prevented through maintenance as described in the user/maintenance instructions or directions for use. All such instructions or directions for use may be obtained from VELUX or may be downloaded from www.VELUX.com or www.VELUX.co.nz.

VELUX does not guarantee that operation of product software will be error-free or uninterrupted, that defects in software will be corrected or that software will be compatible with future VELUX products or VELUX software.

Any unauthorised attempt to repair or replace a covered VELUX product may cause further damage and may invalidate any statutory guarantees that you may have. We recommend that you do not attempt to repair or replace the VELUX product without prior written VELUX authorisation.

2. Written complaint

To make a claim in respect of any VELUX product, please write to us with full details of the product and the complaint at the address listed below. We will give your complaint prompt attention.

3. Additional conditions

If, at the time of repair or replacement the VELUX product is no longer in production or is no longer made in the same version (form, colour, covering, finish etc.) VELUX shall be entitled to repair or replace it with a similar VELUX product.

4. Service visits

VELUX shall have the right to claim compensation for the costs of service visits. In addition, the end-user shall pay any costs, including labour costs, incurred for the examination of the VELUX product, as well as any costs in connection with dismantling and re-installing the VELUX product and the protection of the VELUX product and the building with tarpaulins etc.

5. Contact us to discuss

If you have concerns in regard to your VELUX product or its installation, please contact VELUX customer service department directly at the address listed below. VELUX will seek to provide the best response and service possible.

Trained customer service team members are available to talk over on the phone any concerns you may have and which may then resolve matters in a way without the necessity of having to access your home or other location for an on-site visit.

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