

CONTRACT WARRANTY

The CONTRACT warranty covers any fiber abnormality, deterioration due to the loss of color or strength whenever the normal exposure conditions, including sunlight, mildew, putrefaction and atmospheric agents in general, and as long as the fiber is installed, used and maintained properly.

The warranty does not cover dealer installation; it only replaces the area of the affected fabric.

The warranty does not cover, in any case, the damage due to misuse, accidental burns, negligence or perforation.

How is the warranty applied:

TUVATEXTIL, S.L. will replace the damaged fabric with a new one.

You can have access to the warranty once you have done the necessary surveys in the following terms:

During the first 2 years TUVATEXTIL, S..L. will replace the damaged fabric for a new one free of charge, excluding all costs and it does not cover the dealer installation only replaces the area of the affected fabric.

How is the claim managed?

After 15 days of monitoring the deterioration you will have to send a certified letter with acknowledgment of receipt to TUVATEXTIL, S.L. – Customer Service Department – Crta. Pla Sta María s/n 43817 El Pont d'Armentera, Tarragona, Spain, including the purchase invoice.

Then the fabric will be reviewed by experts and by Tuvatextil's insurance company. The solution, in case of defective fabric replacement, does not imply an extension of the warranty for the replaced fabric.