

## GENERAL WARRANTIES & APPLICABLE TERMS

1. The terms set out hereinunder in this document (the "**Warranty**" / "**warranty**") shall apply to all goods (as set out in **Schedule 1**, which list would be updated from time-to-time) (singularly a "**Product**" and collectively the "**Products**"), purchased directly from and/or supplied directly by the Company (being one or more of the entities set out in **Schedule 2**) to the entity / person stated as the contracting party in the Sales Order / Agreement (the "**Contract**") provided by the Company (the "**Customer**"), and which is also installed by the Company at the site / premises ("**Location**") to which the Product has been delivered to.
2. The Company hereby represents and warrants that any Product sold and/or supplied, and so installed by the Company:
  - a. Would be new (when first delivered).
  - b. Would be subjected to the specific warranty (and also limitations) as specified in **Schedule 3** for a particular class of Product.
  - c. Would be free from apparent defects in materials and workmanship (discoverable from visual observation and/or usual tests carried out the Company prior to delivery to the site / premises for installation).
  - d. Has been labelled, packaged, stored, exported, and sold by Company in accordance with all applicable Singapore laws, regulations, rules, and restrictions.
  - e. Is free from apparent defects in material and workmanship under normal conditions of storage, handling, and use from delivery of the Product; until the Product expiration date as set out in **Schedule 3** (the "**Warranty Period**").

(Singularly a "**Product Warranty**"  
and collectively the "**Product Warranties**").

3. The Product Warranty stated in Clause 2 above does not cover situations caused by any misuse of the Product and/or ordinary wear and tear of the Product upon delivery and/or installation. Further, for the avoidance of any doubt, the Product Warranty shall cease to be applicable in the event:
  - a. That other renovation and/or construction and/or engineering works have been carried out at the premises / site (to which the installation of the Product has been carried out) after the installation of the Product.
  - b. The Product has been installed, deinstalled, handed and/or in any way tampered with by anyone other than by person and/or entity duly authorised and/or appointed by the Company.

- c. The Product has in any way been tampered with, removed, dealt with and/or modified by any third party (other than the Company's representative).
4. Provided the Company:
    - a. Receives written notice from the Customer of any breach of the said Product Warranty (under the terms as provide in this document), and
    - b. Further, at the time of giving such notice to the Company, the Customer also provide the Company with:
      - i. Documentary proof of the Contract and the Customer being the contracting party with the Company under the said Contract; and
      - ii. The original invoice of the Company for the Product or the receipt of payment of the Product

then the Company shall at its own expense and within a reasonable time after receiving such notice repair or at its option replace the Product or such parts of it as are defective or otherwise remedy such defect (and in so far as replacement is concerned, the Company is permitted to carry out replacement and/or repair using another product which the Company deems as being similar or equivalent to the Product so sold and/or supplied to the Customer), provided that the Company shall have no liability or obligations under the said Product Warranty unless, and subjected to the conditions set out in **clauses 7 and 13** below, it shall have received written notice of the defect in question no later than the expiry of the Warranty Period. For the purposes of this clause, the Customer agrees and accepts that time of the repair and/or replacement is not of the essence. Further, the Customer accepts that, unless the Company agrees otherwise, a failure to provide any of the documents set out under **clauses 4a and 4b** would result in the Company not being obliged to provide the repair and/or replacement set out in this Clause.

5. The legal and beneficial ownership of the Product or any defective parts shall revert to the Company upon the replacement of the Product or such defective parts (as the case may be) whereupon the legal and beneficial ownership of the replacement Product or parts shall vest in the Customer.
6. For the avoidance of any doubt, any rectification, repair and/or replacement of the Product pursuant to the warranties shall not extend the original Warranty Period (provided when the Product was first installed).
7. The Company shall have no liability or obligations under the said Product Warranty other than to remedy breaches thereof by the provision of materials and services within a reasonable time and without charge to the Customer (as provided in this document), save that if the Company shall fail to comply with such obligations within a reasonable time it shall be liable in damages to the Customer provided that its liability for such failure and/or any breach of the Company's contractual and/or legal obligations under the Contract and/or arising from the installation and/or supply of the Product (or replacement

or rectification of the same or any part thereof) shall be limited to a sum equal to the price and such sums paid by the Customer to the Company for the Product. **The foregoing states the entire liability of the Supplier whether in contract or tort for defects in the Product (or replacement or rectification of the same or any part thereof) notified to it after the installation other than liability as set out below:**

- a. Except in respect of injury to or death of any person or any other liability which cannot be limited or excluded by law (for which no limit applies) the liability of the Company in respect of the Product (or replacement or rectification of the same or any part thereof) supplied to the Customer in relation to all claims arising out of or in connection with the sale, supply and installation of the Product (or replacement or rectification of the same or any part thereof), and the aggregate cap to all liabilities incurred arising out of or in connection with the said sale, supply and/or installation of the Product (or replacement or rectification of the same or any part thereof) payable to the Customer or any claimants in respect of or arising out of any one occurrence or all occurrences of a series consequent on or attributable to one source or original cause shall not exceed the amount that has been paid by the Customer to the Company under the Contract.
  - b. Notwithstanding anything else contained in this warranty, the Company shall not be liable to the Customer (or any person or entity making any claim through the Customer) for loss of profits or contracts, loss of goodwill, or for any special indirect or consequential loss whether arising from negligence breach of contract or howsoever.
  - c. The said Product Warranty provided is contingent upon the proper use of the Product by the Customer and does not cover any part of the Product which has been modified and/or misused without the Company's prior written consent or which has been subjected to unusual physical or electrical stress or on which the original identification marks have been removed or altered. Nor will such Product Warranty apply if repair or parts replacement is required as a result of causes other than ordinary use including without limitation accident, hazard, misuse or failure or fluctuation of electric power, air conditioning, humidity control or other environmental conditions.
8. The Company does not give any warranty that the Product is fit for any particular purpose unless that purpose is specifically advised to the Company in writing by the Customer and the Company confirms in writing that the Product can fulfil that particular purpose. For the avoidance of doubt, the Company specifically and expressly warns and informs the Customer of the limitations set out below and in Schedule 3, which limitations are excluded from the Product Warranty hereinbefore provided to the Customer.
9. The Company does not warrant that the Product will achieve any particular performance criteria unless:
- a. the Company has specifically guaranteed such criteria in writing subject to specified tolerances and subject to further limitations on its liability; and

- b. the environmental conditions specified by the Company are maintained.
10. The express terms of this warranty and the Product Warranties are in lieu of all warranties, conditions, terms, undertakings and obligations implied by statute common law custom trade usage course of dealing or otherwise all of which are hereby excluded to the fullest extent permitted by law.
11. The warranties provided in this document supersedes all prior agreements arrangements and understandings between the parties and constitutes the entire agreement between the parties relating to warranties provided by the Company in respect of the Product sold, supplied and/or installed (or replacement or rectification of the same or any part thereof). No addition to or modification of any provision of this document and the warranties provided shall be binding upon the parties unless made by a written instrument signed by a duly authorised representative of each of the parties.
12. The Customer is not allowed to assign or otherwise transfer any rights in relation to any of the Warranty to any other third party whether in whole or in part without the prior written consent of the Company. For this purpose, the Customer confirm the intention of the parties not to confer any rights on any third parties by virtue of this document and accordingly the *Contracts (Rights of Third Parties) Act 2001* shall not apply to the warranties provided in this document, and any person other than the Customer shall have no rights under this document in relation to any warranties in respect of any of the Products (or replacement or rectification of the same or any part thereof).
13. In relation to any claim by the Customer in relation to:
- a. Any defect in the Product (or replacement Product or part) so sold or delivered to the Customer which is apparent from observation (without the need for detailed analysis); and/or
- b. Any complaint in relation to and/or defect in the installation of any of the Product (or replacement or rectification of the same or any part thereof);

the Company shall, unless otherwise agreed in writing, be discharged of all liability under this document and/or under the Contract and/or in law (whether by way of contract or tort or otherwise) unless:

- i. A formal written complaint (by way of email and also letter sent to the Company by way of AR Registered Post or by hand) clearing setting out the defect(s) and issue(s) complained of is sent to the Company within 30 days of the delivery of the Product (or replacement Product or part) (in relation to 13a above) or the completion of the installation of the Product (or replacement or rectification of the same or any part thereof) (in relation to 13b above); and further
- ii. It is a condition if parties are unable to resolve their differences (in relation to 13a and/or 13b above) by way of mediation, then formal arbitration

proceedings are commenced within 9 months from the delivery of the Product (or replacement Product or part) (in relation to 13a above) or the completion of the installation of the Product (or replacement or rectification of the same or any part thereof) (in relation to 13b above) (and if both 13a or 13b are applicable, the earlier of the same).

14. All disputes, controversies or differences (**Dispute**) arising out of or in connection with this document and/or any warranty and/or terms provided herein in this document, including any questions regarding its existence, validity or termination, shall first be referred to mediation in Singapore, in accordance with the *Law Society Mediation Rules* for the time being in force. In the event that the Dispute cannot be resolved in mediation within the time agreed by the parties, the parties shall refer the dispute to arbitration in Singapore in accordance with the *Law Society Arbitration Scheme* and the rules thereunder for the time being in force.

**SCHEDULE 1**  
**(GOODS SUPPLIED AND SOLD BY THE COMPANY)**

- A. Invisible Grills
  - 1. Legate Invisible Grille Premium A+
  - 2. Diamond Grille
  - 3. Supreme Black
  
- B. Ultrazip
- C. Ultrascreen
- D. Solaire Film
- E. Gates
- F. Roller Blinds
- G. Composite Panel Awning
- H. Carpet Grass or Turf Carpet
- J. I-Grille

**SCHEDULE 2**  
**LIST OF ENTITIES / BUSINESS - THE COMPANY**

1. Legate Enterprise Pte Ltd
2. Legate (a partnership)

**SCHEDULE 3**  
**SPECIFIC WARRANTY FOR A SPECIFIC CLASS OF PRODUCT**

**A. INVISIBLE GRILLES**

1. Specific warranty applicable to invisible grilles include, the said grilles and wire used in the installation:
  - a. Would not duly loosen and/or break/snap if used properly and reasonably by the user of the Invisible Grilles (and for the avoidance of any doubt, otherwise than separately agreed in writing between the partes, this Warranty does not envisage the use of the Invisible Grilles other than in a residential setting in Singapore).
  - b. Is not rusty at the point of installation (and for the avoidance of any doubt, dirt on the Invisible Grilles and/or its parts and/or decolourisation of the Invisible Grilles and/or its parts does not amount to rust and is not covered under this Warranty).
  - c. Has been properly powder-coated for the purpose of using the Invisible Grilles with the aluminium track to which the Invisible Grilles are to be installed upon.
2. The period of warranty provided in Clause 1 above is for the lifetime of the premises where the grilles are installed.
3. For the PVC plastic coating of the grilles and/or wires, the Product Warranty is limited to any tearing / breakage of the same for the period of 12 months from the time of the installation of the grilles and/or wires. However, the warranty does not apply to any issues with the PVC plastic coating which resulted from natural conditions of the locality that the grilles and/or wires have been installed at and/or due to fair wear and tear of the PVC plastic coating.
4. For the purposes of the Product Warranties provided in respect of the Invisible Grilles:
  - a. For the first 12 months from the date of the original installation of the grilles / wires, the Company shall bear the costs and expenses of labour and transport charges of any repair and/or replacement of the grilles / wires (subjected to one replacement or repair of the original grilles / wires supplied and installed by the Company and/or the Company's authorised representative);
  - b. Thereafter, the Customer shall bear the costs and expenses of labour and transport charges of any repair and/or replacement of the grilles / wires and/or any subsequent replacement grilles / wires;
  - c. The Customer may extend the period as set out in Clause 4a above, by a further:
    - i. 12 months (i.e. for a total period of 24 months from the date of the original installation of the grills / wires, the Company) by the Customer paying to the Company at the time of the purchase of the grilles / wires and additional S\$1 psf for the grilles / wires to be supplied by the Company; or



- ii. 24 months (i.e. for a total period of 36 months from the date of the original installation of the grilles / wires, the Company) by the Customer paying to the Company at the time of the purchase of the grilles / wires and additional S\$2 psf for the grilles / wires to be supplied by the Company.

Product Usage Guidance and Warnings / Limitations (And Which Is Not Covered Under The Product Liability):

5. Invisible grilles so installed may not align with the balcony railings of the Premises where the grilles and/or wires are installed.
6. Due to variations and differences in the construction of buildings by different developers and/or renovators of the premises to which the grilles / wires are to be installed, the wall or kerb of the premises (whereby installation of the invisible grilles and/or wires are to be carried out) may not be completely solid and fully intact after installation. That being the case, during the drilling or preparation of the installation of the invisible grilles and/or wires, the kerb of the premises (whereby installation has been carried out) might break. If so, by way of rectification, the Company would and is only obliged to perform nominal patching of the kerb, and such rectification would only be carried out if so deemed needed by the Company (at the Company's unfettered discretion). Further:
  - a. In circumstances where breakage of the kerb exceeds a depth or diameter of 10mm, which deviates from the expected norm of cement deterioration due to installation, any rectification or restoration of the damage is solely the responsibility of the Customer, and if the Company is required to carry out the works, this would be at the expense and cost of the Customer. The Company would not carry out such works unless and until the Customer has agreed to the costs and expenses to be incurred for such works.
7. To allow the Company to be able to carry out the installation and/or the rectification works of the invisible grilles / wires, the Customer must remove all obstructions and/or impediments, including blinds, at the balcony or the place of installation and/or rectification prior to the installation and/or rectification works being carried out.
8. Any waterproofing that is to be carried out after installation and/or rectification of the invisible grilles / wires is to be undertaken by the Customer, at the Customer's costs and expenses.

**B. ULTRAZIP**

1. Specific warranty applicable to UltraZip:

Motor

- a. The electric motor ("**Motor**") installed to be used with the UltraZip would not burn-out within 5 years of delivery to the site of installation or installation, whichever is earlier.
- b. In the event that the said Motor should burn out during the Warranty Period set out in Clause 1a above, the Company shall replace the Motor (or another motor which the Company deems as appropriate).
- c. As there is are differences in the moving speed of the UltraZip of each individual panel, and factors such as non-uniformity in the wind load of the fabric and/or sizes of the panel may further contribute to the differences and variances in speed of the movement of UltraZip, such differences and variances in the moving speed is not deemed a defect and therefore not covered this warranty, as such variances and/or differences are normal and reasonable and would not affect the functionality of the UltraZip.

Fabric & Zipper

- d. The fabric ("**Fabric**") installed to be used with the UltraZip would not unduly sag and become brittle within 5 years of delivery to the site of installation or installation, whichever is earlier.
- e. If the Fabric shall become saggy and/or brittle during the Warranty Period set out in Clause 1d above due to any manufacturing defect, the Company shall repair or replace the Fabric (as the Company deems reasonable at the Company's unfettered discretion).
- f. The zipper ("**Zipper**") installed to be used with the UltraZip would not unduly break within 5 years of delivery to the site of installation or installation, whichever is earlier.
- g. If the Zipper shall break during the Warranty Period set out in Clause 1f above due to any manufacturing defect, the Company shall repair or replace the Zipper (as the Company deems reasonable at the Company's unfettered discretion).

### Powder Coating

- h. The Powder Coating ("**Coating**") used with the UltraZip would not unduly peel off within 5 years of delivery to the site of installation or installation, whichever is earlier.
- i. If the Coating shall peel-off break during the Warranty Period set out in Clause 1h above due to any manufacturing defect, the Company shall rectify the issue (using such measures as the Company deems reasonable at the Company's unfettered discretion).

### Structure

- j. The structure installed and used with the UltraZip (i.e. the pelmet box and side guide) ("**Structure**") would not collapse within **5 years** of delivery to the site of installation or installation, whichever is earlier.
- k. If the Structure shall collapse during the Warranty Period set out in Clause 1j above due to any manufacturing defect and/or poor workmanship in the installation of the Structure, the Company shall rectify the issue (using such measures as the Company deems reasonable at the Company's unfettered discretion).

### Rainguard / Rainguard Rubber Strip

- l. The Rainguard / Rainguard Rubber Strip ("**Rainguard**") installed to be used with the UltraZip would not unduly become brittle, shrink or crack within 1 year of delivery to the site of installation or installation, whichever is earlier.
- m. If the Rainguard shall become brittle, shrink or crack during the Warranty Period set out in Clause 1l above due to any manufacturing defect and/or poor workmanship in the installation of the Rainguard, the Company shall repair or replace the Rainguard (as the Company deems reasonable at the Company's unfettered discretion).

### Spring

- n. The Spring ("**Spring**") installed to be used with the UltraZip would not unduly extend or loses torsion within **1 year** of delivery to the site of installation or installation, whichever is earlier.
- o. If the Spring shall become unduly extend or loses torsion during the Warranty Period set out in Clause 1n above due to any manufacturing defect and/or poor workmanship in the installation of the Spring, the Company shall repair or replace the Spring (as the Company deems reasonable at the Company's unfettered discretion).

### Manual Crank System

- p. The Manual Crank System (“**Manual Crank System**”) installed to be used with the UltraZip would not breakdown / malfunction within 1 year of delivery to the site of installation or installation, whichever is earlier.
- q. If the Manual Crank System shall unduly breakdown / malfunction during the Warranty Period set out in Clause 1p above due to any manufacturing defect and/or poor workmanship in the installation of the Manual Crank System, the Company shall repair or replace the Manual Crank System (as the Company deems reasonable at the Company’s unfettered discretion).

### LED Lights

- r. Provided that the LED Lights (“**LED Lights**”) installed are used for normal works per day of not exceeding 6 hours per day continuously (“**Normal Usage**”), the LED Lights to be used with the UltraZip would not breakdown / malfunction within 1 year of delivery to the site of installation or installation, whichever is earlier.
- s. If the LED Lights shall unduly breakdown / malfunction under Normal Usage during the Warranty Period set out in Clause 1r above due to any manufacturing defect and/or poor workmanship in the installation of the LED Lights, the Company shall repair or replace the LED Lights (as the Company deems reasonable at the Company’s unfettered discretion).

### Remote Control

- t. The Remote Control (“Remote Control”) provided to be used with the UltraZip would not breakdown / malfunction within **6 months** of delivery to the Location or upon installation of the Product, whichever is earlier.
- u. If the Remote Control shall unduly breakdown / malfunction during the period set out in Clause 1t above due to any manufacturing defect, the Company shall repair or replace the Remote Control (as the Company deems reasonable at the Company’s unfettered discretion).

- 2. For the purposes of the Product Warranties provided in respect of the UltraZip:
  - a. for the first 3 years from the date of the original installation of the UltraZip, the Company shall bear the costs and expenses of uour and transport charges of any repair and/or replacement of the parts set out in Clause 1 above.
  - b. Thereafter, the Customer shall bear the costs and expenses of labour and transport charges of any repair and/or replacement of the of the parts set out in

Clause 1 above and/or any subsequent replacement of the parts set out in Clause 1 above.

Product Usage Guidance and Warnings / Limitations (And Which Is Not Covered Under the Product Liability):

3. For the avoidance of any doubt, the warranties provided in Clause 1 does not cover:
  - a. Issue(s), breakdown(s) and/or alleged defect(s) arising from misuse, alteration and/or unreasonable usage, and/or fair wear and tear due to exposure to the elements (such as sun, wind or rain and moisture) and/or incidental and/or consequential damages to any part of the UltraZip;
  - b. In relation to the Fabric, any stains, mold and/or discoloration and/or side-wrinkling of the Fabric, as even if under normal usage and condition, there is a possibility of mold occurring and/or discolouration and/or side-wrinkling.
4. The Customer must note that UltraZip is to be used to protect against rain, sunlight, dust, insects, and the material is porous, and as such it is not intended and is not 100% waterproof or air / wind proof.
5. The colour and transparency of the Fabric may vary from time-to-time / batch-to-batch depending on the lighting conditions and the surroundings, and as such, light may penetrate through the fabric at night.
6. UltraZip can help to minimize insects from getting through, but note:
  - a. Even though UltraZip may prevent insects from penetrating through if the blinds are down, if the blinds are up at any time, UltraZip would not be able to prevent the insects from getting in.
  - b. It must be noted that there are minor holes in the pelmet box, and as such insects may still get through these holes.
7. The speed of the UltraZip and the sound created when the product is in used may vary depending on the batch and installation.
8. Water, rust or the use of chemicals to treat or clean any parts of the UltraZip may cause damage to the product and such damages (so caused) is not covered by the warranty set out in Clause 1. The Customer is hereby reminded and duly warned not to apply abrasive cleaning agents or oil-based lubricants (such as “WD40 Multi-Use”) on any part of the product as this may damage the system and/or the product.
9. The Motor installed is equipped with overheat protection, and if there is continuous usage and/or multiple attempts to activate the Motor, then the Motor needs to be allowed to cool down before it can properly function (after such prolonged usage or multiple attempts).

10. The onus is on the Customer to provide the proper power-point(s) / source(s) for the installation of the UltraZip.
11. In the event that any change(s) and/or services and/or update(s) and/or reconfiguration is required for the Product(s) and/or any accessory supplied with the Product which is the result of any change and/or update and/or configuration of the Wifi of the Location and/or that of the Customer, then the C shall be allowed to charge the Customer (and the Customer shall be liable to pay the Company) for all transport and labour costs incurred therefrom.
12. The Warranty provide in Clause 1 does not cover issues affecting the functionality and/or usage and/or efficiency of the Product arising and/or in any way related to any structural defects of premises and/or the Location and/or the vicinity that the Product has been installed (including but not limited to issues arising from the design, construction, or inherent flaws in the building's framework, foundation, or supporting structures) ("**Defect**" / "**Defects**"). If any repairs and/or modifications to any part of the premises and/or Location are required after the installation of the Product, which such repairs and/or modifications so required is directly or indirectly the result or effect of any such Defect, it will be the responsibility of the Customer to carry the repairs and/or modifications. (Example: The balcony floor being unlevelled, resulting in stagnant water at corner/s and uneven gap at the bottom when the blinds is fully closed, then the onus is on the Customer to carry out the necessary repairs and/or modifications).
13. Upon installation, the Company shall not be obliged to provide any future software and/or firmware updates for the UltraZip.

### **C. ULTRASCREEN**

1. Specific warranty applicable to Ultrascreen:

#### Ultrascreen Mozzie Net

The Ultrascreen is made of Polyethylene Terephthalate (PET). The Ultrascreen Mozzie Net is an insect screen that keeps mosquitoes and other flying insects out of a home or building while allowing fresh air to circulate. The retractable feature of the Ultrascreen Mozzie Net means that it can be pulled back when not in use, allowing for an unobstructed view and full access to windows or doors.

- a. In so far as **manufacturing defects** are concerned, Ultrascreen Mozzie Net shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.

- b. For the **accessories** provided with the Ultrascreen Mozzie Net (for example the lock, PET netting ...etc), such accessories shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
- c. For the **powder coating** applied to the Ultrascreen Mozzie Net or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

### Blackout Fabric

The Ultrascreen Blackout Fabric is a versatile blackout screen that not only blocks out light but also serves as an effective mosquito deterrent.

- d. In so far as **manufacturing defects** are concerned, Ultrascreen Blackout Fabric shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.
- e. For the **accessories** provided with the Ultrascreen Blackout Fabric (for example the lock, and fabric ...etc), such accessories shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
- f. For the **powder coating** applied to the Ultrascreen Blackout Fabric or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

### 2-in-1 (Premium)

The Ultrascreen 2-in-1 is a remarkable fusion of a mosquito net and blackout fabric, offering superior protection against both insects and sunlight..

- g. In so far as **manufacturing defects** are concerned, Ultrascreen 2-in-1 shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.
- h. For the **accessories** provided with the Ultrascreen 2-in-1 (such as the lock, PET netting, and fabric ...etc), such accessories shall be of reasonable

merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.

- i. For the **powder coating** applied to the Ultrascreen 2-in-1 or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

#### Window 3 Panels

The Window 3 Panel is Ideal for windows and is the recommended solution to effectively keeps mosquitoes and other insects at bay while permitting natural light and ventilation. Plus, it features a convenient, easily accessible openable section to facilitate hassle-free glass window cleaning.

- j. In so far as **manufacturing defects** are concerned, Window 3 Panel shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.
- k. For the **accessories** provided with the Window 3 Panel (for example the lock and 304 stainless steel mesh...etc), such accessories shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
- l. For the **powder coating** applied to the Window 3 Panel or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

#### Perforated Aluminium Panel

The Ultrascreen Perforated Aluminium Panel – a smart choice for glass sliding doors. Crafted from durable aluminium, this panel is designed to effectively keep mosquitoes at bay while still allowing for excellent ventilation and natural light to flow through. It's the perfect solution for a comfortable, bug-free, and well-lit living space.

- m. In so far as **manufacturing defects** are concerned, Ultrascreen Perforated Aluminium Panel shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.



- n. For the **accessories** provided with the UltraScreen Perforated Aluminium Panel (such as the lock, Perforated Aluminium Panel, and roller wheel ...etc), such accessories shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
- o. For the **powder coating** applied to the UltraScreen Perforated Aluminium Panel or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

### Stainless Steel Mesh

The UltraScreen Stainless Steel Mesh is the ideal solution for glass sliding doors, providing robust protection against mosquitoes and insects. With its innovative design, this screen is not only highly effective but also conveniently openable, ensuring unobstructed view when the screen is not in use.

- p. In so far as **manufacturing defects** are concerned, UltraScreen Stainless Steel Mesh shall be able to properly function and is of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.
- q. For the **accessories** provided with the UltraScreen Stainless Steel Mesh (such as the lock, Perforated Aluminium Panel, and roller wheel ...etc), such accessories shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
- r. For the **powder coating** applied to the UltraScreen Stainless Steel Mesh or the accessories, such powder coating shall not peel or flake within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, chemicals being applied to the powder coating, weather conditions, or physical impact on the powder coating (causing the same to be scratched) or natural degradation over time or fair wear and tear.

**D.**

1.

**SOLAIRE FILM**

Specific warranty applicable to Solaire Film:

- a. In so far as Solaire Film installed on Fixed Glass Panel is concerned, there shall not be discoloration, peeling-off, bubbling, shrinking or delamination of the said film within 10 years of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.
  
- b. In so far as Solaire Film installed on Casement Window is concerned, there shall not be discoloration, peeling-off, bubbling, shrinking or delamination of the said film within 10 years of installation. However, for the avoidance of any doubt, this warranty does not cover misuse, or natural degradation over time or fair wear and tear.

E.

1.

**GATES**

Specific warranty applicable to Gates:

Gate Frame

- a. The Gate Frame supplied with the Gates shall be of reasonable merchantable quality within 1 year of installation. However, for the avoidance of any doubt, this warranty does not cover fair wear and tear.

Motor

- b. The electric motor ("**Motor**") installed to be used with the Gates would not burnout within 1 year of delivery to the site of installation or installation, whichever is earlier.
- c. In the event that the said Motor should burn out during the Warranty Period set out in Clause 1b above, the Company shall repair or replace the Motor (with another motor which the Company deems as appropriate).

Wrought Iron Gate

- d. The Wrought Iron Gate supplied with the Gates shall be of reasonable merchantable quality and free of defects in the material and workmanship (including in respect of any welding, ensuring structural integrity or reasonable finishing) within 1 year of the date of the Contract. However, for the avoidance of any doubt, this warranty does not cover damage or defect resulting from misuse, alterations, accidents, neglect, exposure to extreme weather conditions, acts of nature, or any other cause beyond the control of the Company.

F.

1.

### **ROLLER BLINDS**

Specific warranty applicable to Roller Blinds:

- a. The Roller Blinds supplied shall be of reasonable merchantable quality and free of defects in the material (including the fabric, mechanisms, and components) and workmanship within 2 years of the date of the Contract. The scope of this warranty shall include:
  - i. Any apparent defects that affect the functionality or appearance of the roller blind;
  - ii. Warping or bending of the components under normal use and conditions.

#### Product Usage Guidance and Warnings / Limitations (And Which Is Not Covered Under the Product Liability):

2. For the avoidance of any doubt, the warranties provided in Clause 1 does not cover:
  - a. Issue(s), breakdown(s) and/or alleged defect(s) arising from misuse, alteration and/or unreasonable usage, and/or fair wear and tear due to exposure to the elements (such as sun, wind or rain and moisture) incidental and/or consequential damage to any part of the Roller Blinds, exposure to extreme weather conditions, acts of nature, or any other cause beyond the control of the Company.
  - b. In relation to the fabric used with the Roller Blinds, stains and/or discoloration as a result prolonged exposure to the elements or normal wear and tear.

**G.**

1.

**COMPOSITE PANEL AWNING**

Specific warranty applicable to Composite Panel Awning:

- a. The Composite Panel Awning supplied shall be of reasonable merchantable quality and free of defects in the material and workmanship (including in respect of any cracking, delamination, abnormal fading, be of proper structural integrity or must be free of any defects that may in any way compromise the stability of the said Composite Panel Awning) within 1 year of the date of the Contract, under normal usage. However, for the avoidance of any doubt, this warranty does not cover damage or defect resulting from misuse, alterations, accidents, neglect, exposure to extreme weather conditions, acts of nature, or any other cause beyond the control of the Company.

Product Usage Guidance and Warnings / Limitations (And Which Is Not Covered Under the Product Liability):

2. For the avoidance of any doubt, the warranties provided in Clause 1 does not cover:
  - a. Issue(s), breakdown(s) and/or alleged defect(s) arising from misuse, alteration and/or unreasonable usage, and/or fair wear and tear due to exposure to the elements (such as sun, wind or rain and moisture) and/or incidental and/or consequential damages to any part of the Composite Panel Awning.
  - b. Scratches, dents, or surface abrasions from the use of the Composite Panel Awning.

H.

1.

**CARPET GRASS OR TURF GRASS**

Specific warranty applicable to Carpet Grass or Turf Grass:

- a. The Carpet Grass or Turf Grass supplied shall be of reasonable merchantable quality and free of defects within 1 year of the date of the installation. The scope of this warranty shall include:
  - i. Ensuring the Carpet Grass or Turf Grass has been properly installed in a workmanlike manner.
  - ii. Ensuring that the material used would not result in the failure of the turf grass to establish, grow, and maintain proper appearance and functionality (and that there would not be any excessive discoloration, abnormal growth patterns, or other noticeable defects that significantly impact the quality of the turf grass).

Product Usage Guidance and Warnings / Limitations (And Which Is Not Covered Under the Product Liability):

2. For the avoidance of any doubt, the warranties provided in Clause 1 does not cover:
  - a. Issue(s), breakdown(s) and/or alleged defect(s) arising from misuse, alteration and/or unreasonable usage, and/or fair wear and tear due to exposure to the elements (such as sun, wind or rain and moisture), incidental and/or consequential damage to any part of the Carpet Grass or Turf Grass, attacks by pets, exposure to extreme weather conditions, acts of nature, or any other cause beyond the control of the Company.

- I.
  1.
    - b. In relation to the Carpet Grass or Turf Grass, stains and/or discoloration as a result prolonged exposure to the elements or normal wear and tear.

**J.**

**I-GRILLE**

1. Specific warranty applicable to the I-Grille:

- a. The Wrought Iron I-Grille supplied shall be of reasonable merchantable quality and free of defects in the material and workmanship (including in respect of any welding, ensuring structural integrity or reasonable finishing) within 1 year of the date of the Contract. However, for the avoidance of any doubt, this warranty does not cover damage or defect resulting from misuse, alterations, accidents, neglect, exposure to extreme weather conditions, acts of nature, or any other cause beyond the control of the Company.