

# WARRANTY & COMPLAINTS PROCEDURE

2024/03-Bioclimate pergola

Sorara Outdoor Living USA, Inc. disclaims all other representations and warranties of any kind, express or implied. This Warranty gives you specific legal rights. You may have other rights as well which vary from state to state or province to province. This warranty excludes all consequential damages; However, some states do not allow the limitation or exclusion of consequential damages and therefore this limitation may not apply to you.

This product is warranted for RESIDENTIAL USE ONLY. Under no circumstance should a Mirador Bioclimate pergola series be used in public settings (public settings include but are not limited to churches, day cares, parks, etc). Such use may lead to product failure and potential injury. Any and all public use will void this warranty.

Please contact our help center via email at [support@miradoroutdoor.com](mailto:support@miradoroutdoor.com), or by phone at +1 (877)-506-4777 from Mon-Fri 6:30 AM-4:30 PM PST, Sat-Sun 8:30 AM-4:30 PM PST.

## Limited warranty

This Limited Warranty by Sorara Outdoor Living USA, Inc. applies to bioclimate pergola series manufactured under Mirador. Sorara Outdoor Living USA, Inc. warrants that this bioclimate pergola series is free from defects in materials and workmanship for a period\* from the original date of purchase. This warranty covers all parts including aluminum, steel, hardware, and accessories.

The manufacturer reserves the right to make substitutions to warranty claims if parts are unavailable or obsolete. Sorara Outdoor Living USA, Inc. will replace any defective part within the warranty period, at its discretion, if it is found to be defective in workmanship or materials. In some cases, newer model parts may be used as improvements are made to the pergola over time. Please refer to the **Complaints procedure** for more details.

In addition, Sorara Outdoor Living USA, Inc. will replace any parts within the first 30 days from the date of purchase found to be missing from or damaged within the original packaging. All shipping costs will be the responsibility of the seller.

This warranty applies to the original owner and registrant and is non-transferable. Regular maintenance is required to assure maximum life and performance of this product and failure by the owner to maintain the product according to the maintenance requirements may void this warranty.

## Warranty exclusions

### The warranty does not cover:

- Damage, crack or scratch to equipment resulting from storage, assembly, installation, usage or maintenance not in accordance with instruction manual. For any installation related questions, call or email Sorara customer service center.
- Damage caused by installing the product on an unsuitable surface. The anchor bolts provided may not hold securely on certain surfaces. This product and its fixing parts are only suitable for installation on a flat concrete ground. If the ground shows cracks you have to consult a professional. Do not assemble the pergola on sandy, muddy or loose soil, as anchors do not have enough anchorage in these types of soil.
- Damage caused by assembling, installing or using near flammable liquids.
- Damage caused by assembling, installing or closing the louvers in moderate or heavy wind.
- Damage caused by continuing to assemble, install or use the pergola when you find damaged parts or any parts missing.
- Damage caused by using non-original spare parts.
- In an application not recommended by national or local building codes.
- Damage due to incorrect cleaning using inadequate tools, corrosive substances and abrasives.
- Damage caused as a result of repairs carried out without permission.
- Damage caused by continuing to operate the louvers after a known failure or obstruction to louvers.
- Damage caused by the impact of foreign objects, suspended accessories or someone climb onto it.
- Leaks or leakages between gutter modules, or sealing of penetrations between the guttering that has been executed by the customer.
- Leaks resulting from incomplete closure of movable components.
- Defects resulting from normal wear and tear of product parts, such as seals, lubricants, etc.
- Damage caused by any force majeure, such as, but not limited to flooding, hurricane, tornado/high winds, earthquake, and lightning.
- Damage, tarnish or corrosion caused by environmental conditions, such as, but not limited to air pollution, mold, metallic oxides or metallic particles, acid rain, the pollution of insects, animals, algae or moss.
- Staining caused by foreign substances, such as, but not limited to, caustic chemicals, grease, oil, bug sprays, tanning oils, hydraulic fluid, etc.
- Fading, paint damage, chalking, accumulation of dirt/sand/salt, stains or louver operation affection caused by normal weathering, such as, but not limited to, exposure to sunlight, weather, and atmosphere, coastal areas with wind borne particles (e.g., sand, tree debris, building materials, etc.).
- Warping, distortion or crack due to exposure to excessive heat sources (e.g., barbecue grills), unless explicitly stated or exposure to unusual or excessive reflective heat sources (e.g. skylight or window reflection, roofing materials, pools, decks, blacktop or concrete materials); and heat buildup caused by inadequate roof ventilation; and any other cause not involving inherent manufacturing defects in the product.
- Defects in, failure of, or damage to the material on which the product was installed caused by movement, distortion, cracking or settling of the foundation of the building.
- Characteristic system noises during rotation of louvers.
- Water formed by condensation, which can occur on the bottom surface of the louvers.
- Differences in the colour of the parts that may occur during the production process.
- A difference in the angle of the rotating louvers of under 5°, which is a natural feature of the system due to production and process tolerances of the components.

**The manufacturer shall not be responsible for:**

- The product, where the CE label was removed or it is illegible.
- The product, where the pictograms informing about particularly important information on hazards and safety have been removed.
- Inappropriate use of the product.

**Complaints procedure:**

- The complaint must include an order number or transaction number. Goods without an order number or transaction number are not covered under the warranty.
- The complaint must include a detailed description of the defect, the name of the company which installed the product if a 3rd party was used and the date when the defect was discovered.
- At Sorara Outdoor Living USA, Inc.'s discretion, customer must offer supplier the photos/videos of the issue/damaged parts for verification purposes. Otherwise, supplier reserves the right to refuse replacement parts or credit.
- Please save a copy of your purchase receipt.

**Any modifications made to the original product could damage the structural integrity of the unit leading to failure and possible injury. Modification voids all warranties and Sorara Outdoor Living USA, Inc. assumes no liability for any modified products or the consequences resulting from failure of a modified product.**

**Contact:**

**Customer Service:** Support@miradoroutdoor.com

**Need Assistance? Call** +1 (877)-506-4777

**Hours of Operation:**

**Phone Support:** Monday - Friday: 6:30 am - 4:30 pm, Saturday – Sunday: 8:30 am – 4:30 pm, PST.

**Email Support:** We are available 24 hours a day. Please allow up to 24 hours for a response.

**Chat With Us Online:** miradoroutdoor.com, Monday - Friday: 5:30 am - 2:00 pm, Saturday – Sunday: 8:30 am – 4:30 pm, PST.

**Note:** Our team is available to assist you during these hours. If you have any inquiries or require support outside of these hours, please leave a voicemail, send an email, or use our online contact form. We will get back to you promptly during the next available support hours. Thank you for choosing Mirador Outdoor!

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Series	Warranty duration	Product Registered within 2 months after purchase on <a href="http://www.miradoroutdoor.com">www.miradoroutdoor.com</a>
80 S	1 (one) year	+ 1 (one) year
88 S	2 (two) years	
111 S	3 (three) years	
111 A	4 (four) years	
111 DA	4 (four) years	