

# WARRANTY POLICY

CHINA

YEAR | 2025  
VERSION | V 1.1  
STATUS VERSION | 18-07-2025

COULISSE

since 1992

At Coulisse (Coulisse Far East Co Ltd.), we always aim to deliver high-quality products that meet your expectations. Therefore, we offer a warranty on our products.

This Warranty Leaflet provides an overview of the specific terms and conditions of the warranty as they apply to all markets, except for the United States and Australia. Below you can find an overview of our warranties and the conditions thereof. Hopefully, this information helps you understand your rights and obligations under our Warranty Policy.

## OUR WARRANTY

Coulisse guarantees that all products shall be free from defects during the warranty period under normal use and provided that the products are used in the manner for which they were designed.

## THE PERIOD IN WHICH THIS WARRANTY APPLIES

### Components and collections

- A warranty period of three (3) years from the date of delivery.

### Components and collections

- A warranty period of:

- Five (5) years from the date of production; or
- two (2) years from the date of transaction, whichever is longer.

### DIY products

- A warranty period of one (1) year from the date of delivery.

Date of delivery refers to: the date in accordance with article 7 and/or article 28 of our General Terms and Conditions.

Date of transaction refers to: the date on which the Motors were purchased from Coulisse.

Date of production refers to: the date on which the Motors were produced.

### How to determine the date of production?

For example, the following number is visible on the Motor:

129**21**00603**0908**

In this case, 21 refers to the year the label was created and 0908 refers to the date (DD/MM) the label was created. Therefore, the production date of this specific Motor would be the 9th of August 2021.

## THIS WARRANTY DOES NOT COVER

- Normal wear and tear.
- Minor deviations in quality, color, hardness, finish, measurements, workmanship, etc.
- Improper use or operation; when the product(s) are used for purposes other than those they were designed to perform.
- Incorrect assembly; when the product(s) are not used in accordance with the provided manual and instructions.
- Use or assembly of product(s) in combination with non-Coulisse products, unless expressly approved in writing by Coulisse.
- Alterations to the product(s).
- Assembly or usage of the product(s) under unsuitable circumstances like excessive humidity or extreme temperatures.
- Accidental or intentional damage, abuse or neglect of the product(s).

### Concerning solely the Motors

- The Motor has been tampered with.

## HOW WE HONOR THIS WARRANTY

Coulisse may offer different solutions, provided that the following conditions are met:

1. The product(s) in question have a defect or fail to operate as intended; and
2. A claim is made under the warranty within the specified warranty period and in accordance with the procedural conditions described in our Warranty Policy; and
3. The claim has been accepted in writing by Coulisse.

In this case, Coulisse offers – at its own discretion – the following solutions on:

### Components and collections

- Primarily remote repair assistance; or
- Replacing the defect Coulisse component free of charge within a reasonable period; or
- Refunding the price.

### Motors

- Refunding the price.

## PROCEDURE TO MAKE A CLAIM UNDER THIS WARRANTY

To make a claim under the warranty you must, before the warranty period expires, and at your cost:

- Report your claim in writing to Coulisse within 14 days after the defect, flaw or damage is discovered or should reasonably have been discovered.
- Complaints can be filed in the Coulisse Customer Portal. Please include at least the following information:
  - Article Code;
  - Quantity;
  - Batch Number (for Motors this is essential, and we do not handle complaints without the Batch Number);
  - VF Number;
  - Clear description of the issue, including photos and/or videos that clearly show the problem.
- Place the product(s) at Coulisse's disposal for inspection within 14 days after the written notification.
- If the customer wrongly invokes the warranty, Coulisse shall be entitled to charge the costs it has incurred to the customer, including, among other things, the costs of investigation, transport and/or repair.

Please note you can only make a claim under the warranty, if all of your obligations (financial and otherwise) have been fulfilled.

This leaflet is a summary of our Warranty Policy. Please refer to our General Terms and Conditions for full details.