



Warranty Summary

We stand behind the quality of our Yurts and are proud to offer warranty on natural wear and tear to the wood and fabrics used. This warranty covers any defects in materials or workmanship that may arise during normal and intended use of the product. Our warranty is enhanced by a longer supplier warranty period for many of the building materials we use. Our customers are part of our Yurt family so we stand behind our products.

With good care you will enjoy your Yurt for many years to come. We will provide you with a Maintenance Guide that should be followed to avoid damage and voiding of your warranty. Yurts.ie can also offer an on-site maintenance annual contract or one-off maintenance visits.

Please note that the warranty does not cover any man-made damage or natural disasters, such as, but not limited to; fires, floods, storms* or other external causes or acts of god.

The outside cover is made from 100% acrylic, where the warranty for the material itself is 5 years (2,5 years for second-hand), for sewing the warranty is 2 years (1 year for second-hand). Warranty for the rest of the Yurt parts is 2 years (1 year for second-hand). Doors, windows and skylight wooden ring are pre-treated with transparent water-based paint (Remmers) and should be retreated with water-based paint; frequency depending on exposure to the elements and other wear factors.

Our Warranty is subject to the following:

Terms & Conditions:

- 1) The warranty is valid for the original retail purchaser from the date of initial commissioning and is non transferable.
- 2) The warranty covers defects in materials or workmanship that arise during the normal and intended use of the Yurt. It does not cover any damages resulting from alterations made to the Yurt misuse, neglect, abuse, vandalism, accidents, force majeure, man-made damage or natural disasters, such as but not limited to fires, floods or *storms, damage caused by external causes or 'acts of god'.
- 3) This warranty does not apply to damage due to poor maintenance, use contrary to instructions. (IE; not following the proper maintenance procedures provided in the 'Yurt Maintenance & Cleaning Guide that we provide). Also, repair/modification/adjustment by anyone other than Yurts.ie will void the warranty. Furthermore, the warranty does not apply if the damage is due to wear and tear, misuse or neglect, if the defect consists of holes, damage arising from, but not limited to, mould & mildew (due to poor maintenance), exposure to ultraviolet light, use of fire/stove/air conditioner, other damages that may be caused by improper or negligent use of the product.

- 4) Wooden structure and all pressure treated wooden deck products are protected against fungal decay and insect infestation. Treated wood warranties cover the cost of re-supplying an identical or comparable component to replace a component that is proven to have failed as a result of fungal decay or insect attack. This includes the cost of transport of any such component to the customer's original delivery address. It does not cover the natural characteristics of wood, to warp, cup, crack, surface check or twist. Nor does it cover the cost of installation of those components or the cost of dismantling and/or collection of the defective components. Consequential costs or losses are not covered. The term 'fungal decay' as used in the Guarantee refers to wood-destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood. The term 'insect attack' refers to attack by wood digesting insects that destroy the timber structure. The term 'failed' refers to damage caused by insects and/or fungi to such an extent that the component is no longer structurally sound.
- 5) To make a warranty claim, the original purchaser must contact us and provide proof of purchase and shall give written notice of any alleged failure of the structure, seams, or fabric within this limited warranty period, no later than 15 days after the Purchaser learns of such failure.
- 6) Our obligation under this warranty is limited to repairing or replacing, at our discretion, any defective part or component of the Yurt. If we determine that the defect is not covered by the warranty, we will provide an estimate for any necessary repairs or replacements. Any repairs or replacements made under the warranty will be made with comparable materials and may not be an exact match to the original Yurt.
- 7) The warranty does not cover any costs associated with repositioning, removing or reinstalling the Yurt or any of its components.
- 8) Limitation of Actions. No action for breach of warranty shall be commenced by the Purchaser more than one year after the accrual of the alleged cause of action.
- 9) Modifications of this warranty, or waiver of its terms, shall only be binding on either party when approved and in writing by both parties.
- 10) Limitation of Liability. It is understood and agreed that Yurt.ie's liability, whether in contract, in tort, under any warranty, in negligence or otherwise, shall be limited to the undertaking set out above of this Limited Warranty, and under no circumstances shall Yurts.ie be liable for special, indirect or consequential damages. The price stated for the items purchased is a consideration in limiting Yurts.ie's liability.

****Definition of a Storm and 'Storm Damage':***

A storm is generally categorised and named, comes with red or yellow warning from Met Eireann, and has violent winds and gusts. It may or may not be accompanied by torrential rains, hail, and snow. The storm conditions occurred on the exact date or dates that the damage is said to have occurred and the damage is consistent with similar storm damage in the same vicinity or county.