

# Ceiling Fans



## Three Year Limited Warranty

Solent Trading makes the following limited warranty to the user or consumer purchaser of this Solent Ceiling Fan:

- Fan Motor:** If your Solent Ceiling Fan **motor** fails at any time within three years from the original purchase, due to a defect in material or workmanship, labour to repair or replace the motor will be provided free of charge. Purchaser will be responsible for all costs after this three-year period.
- Fan Parts:** If any **part** of your Solent Ceiling Fan other than the motor, under light glass shade or lamps fails at any time within three years from the original purchase, due to defect in material or workmanship, we will repair or replace **at our discretion**, the defective part, free of charge for parts and labour.
- What's not covered:** Because of varying climate conditions, this **warranty does not cover** changes in the finish, including rusting, pitting, corroding, tarnishing or peeling.
- What will void my warranty:** This **warranty is void** and does not apply to damage from improper installation, neglect, accident, misuse, no serial number, exposure to extreme heat or humidity, exposure to water, or as a result of any modification or use of parts not authorised to the original product.
- Reporting a faulty fan:** All defective motors or parts must be reported in writing to Solent Trading cc by completing in full the **Faulty Fan Report**. Visit [www.solent.co.za](http://www.solent.co.za) to download the Faulty Fan Report.
- Returns Policy:** Under no circumstances may a ceiling fan be returned without prior authorization from Solent Trading cc. The receipt of purchase, or invoice number must accompany authorised returns. The fan to be returned must be properly packed to avoid damage in transit
- Exclusive Remedy:** It is understood that any repair or replacement is the exclusive remedy available from Solent Trading cc. There is no other expressed or implied warranty. Solent Trading cc hereby disclaims any and all implied warranties, including, but not limited to those of merchantability and fitness for a particular purpose to the extent permitted by law. Solent Trading cc will not be liable for incidental, consequential, or damages arising out of or in conjunction with product use or performance, except as may otherwise be accorded by law. This warranty gives you special rights.
- General Fan Operation:** A certain amount of wobble and noise is normal and should not be considered a problem or a defect.



The image shows a screenshot of the 'Solent Ceiling Fans Faulty Fan Report' form. The form includes fields for 'Company Name', 'Contact Person', 'Salesperson No.', 'Serial No.', 'Model No.', 'Date of Purchase', 'Date of Failure', 'Warranty No.', 'Retailer Name', and 'Retailer No.'. It also features a table for 'Fault Description of Ceiling Fan' with columns for 'Motor Model', 'Motor Control', 'Blade Type', 'Blade Material', 'Blade Size', 'Light Kit', and 'Remote'. The table has rows for 'High Speed', 'High Speed 120', 'Standard', 'Remote', 'Standard/Optional', 'Wood', 'Aluminum', 'Blade Set', 'A', 'B', 'C', 'D', 'E', 'F', 'G', 'H', 'I', 'J', 'K', 'L', 'M', 'N', 'O', 'P', 'Q', 'R', 'S', 'T', 'U', 'V', 'W', 'X', 'Y', 'Z', 'Other'. At the bottom, there is a footer that reads 'We strive for Best Quality, Best Delivery and Best Service'.