



Sun Control Textiles™

Limited Warranty

The Mermet® USA Limited Warranty is an expression of our desire to provide a thoroughly satisfying experience when selecting and using Mermet fabrics. If you are not thoroughly satisfied, simply contact Mermet USA at 864-463-1200 or by email at orders@MermetUSA.com. In support of this policy of satisfaction, we offer our direct customer the following Limited Warranty for either five (5) or ten (10) years from the date of original purchase (depending on fabric and application):

Covered

- Mermet’s fabrics are covered for material defects, workmanship, functionality as solar control fabrics, and the failure to meet their technical specifications.
- This warranty only applies to the original purchaser of the product.
- Different warranty periods apply for different products and depending on whether the fabric is used in an interior or exterior application. See Table 1 (page 2) for the coverage length per fabric/application.

Not Covered

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse, alterations, or any treatment to the product.
- Exposure to the elements (sun damage, wind, water/ moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to care, use, cleaning, and maintenance.
- Shipping charges, assembly labor, hardware, or cost of removal or reinstallation.
- Fabric that has been moved from its original installation location.

Mermet will replace defective fabric or, at its option, refund the purchase price of such fabric, after it is inspected by its Quality Department. Fabric replacement will be made with like or similar fabric from Mermet’s current product line. Mermet will attempt to match colors as closely as possible.

To Obtain Warranty Service

1. Report a claim to Mermet’s Quality Department; orders@MermetUSA.com.
2. Claims must be filed as soon as the issue is observed and, in any event, within the warranty period.
3. Return defective fabric, without hardware, within 30 days of filing the claim.

IN NO EVENT SHALL MERMET BE LIABLE FOR LOSS OF PROFITS OR REVENUES, LOSS OF USE OR SIMILAR ECONOMIC LOSS, OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR SIMILAR DAMAGES ARISING OUT OF THE SALE OF FABRIC TO THE CUSTOMER, OR ANY CLAIM MADE AGAINST THE CUSTOMER BY ANY THIRD PARTY, EVEN IF MERMET HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIM. IN NO EVENT SHALL MERMET’S LIABILITY EXCEED THE PURCHASE PRICE ACTUALLY PAID BY THE CUSTOMER FOR THE FABRIC IN RESPECT OF WHICH SUCH CLAIM IS MADE.

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Table 1. Warranty Periods

Mermet Fabric	Exterior Warranty		Interior Warranty	
	5 Year	10 Year	5 Year	10 Year
9803™	●			●
A Screen	●			●
Avila Daylight™			●	
Avila Twilight™ FR				●
Avila Twilight™ NFR				●
Chroma™				●
Edessa Twilight				●
E Screen™	●			●
E Screen Chroma™				●
E Screen Deco™	●			●
E Screen™ KOOLBLACK®	●			●
Flocké®				●
GreenScreen Evolve®			●	
GreenScreen® Nature™			●	
GreenScreen® Reflect™			●	
GreenScreen Revive®			●	
M Screen™	●			●
M Screen Chroma™				●
M Screen Deco™	●			●
Natté™		●		●
R Screen	●			●
Satiné™		●		●
S Screen™	●			●
S Screen Naturals™	●			●
Sparta Twilight™			●	
T Screen™	●			●
T Screen Deco™	●			●
T Screen Naturals™	●			●
T Screen™ KOOLBLACK®	●			●
Verona Daylight™			●	
Verona Twilight™				●
Vienne™		●		●
Vizela™				●