



If your window decoration is defective or damaged, you are, of course, entitled to repair. At Toppoint, you have a 7-year factory warranty on material and manufacturing defects. If you want to use the Toppoint warranty, please always contact the point of sale where you purchased your Toppoint window decoration.

Toppoint's obligation is limited to the repair or replacement of defective materials or parts with equivalent or similar parts.

During the first 2 years after purchase, the warranty includes the free call-out charges, disassembly, repair work, the defective materials or parts to be replaced, transport or any reinstallation.

For the next 5 years, transport and the defective materials or parts to be replaced are covered by the warranty; call-out charges, disassembly, repair work, and reinstallation are not covered by the warranty.

Electric window decoration with Brel motors: 7-year warranty.

For other electric window decoration, a two-year warranty applies. The connection of electric window decoration is not covered by the Toppoint warranty. The warranty applies only to the original buyer, upon showing the original proof of purchase.

Your window decoration must be used correctly and properly installed. Damage to the Toppoint product due to normal wear and tear, incorrect or unskilled assembly, alteration, removal, reinstallation, exposure to weather elements, motorization, accident, abuse, and errors or omissions concerning measurement, cleaning or maintenance is excluded from this warranty.

The warranty replaces all other obligations, liabilities, and warranties. Toppoint is not liable for direct damage other than as set out above, or for any indirect, incidental or consequential damage, losses or expenses. The warranty does not affect the statutory rights of the consumer as laid down in applicable laws and regulations, nor the rights of the consumer arising from the purchase contract with the dealer.

A Toppoint wood product is made of real wood and may differ from our sample material. Differences in color and structure and color changes due to exposure to sunlight are characteristic of real wood and are not covered by the warranty. Rooms with high heat or humidity can accelerate the aging process and cause the wood to warp, which is not covered by the warranty. Fabrics may differ from our sample material. Color changes of fabrics due to exposure to sunlight are not covered by the warranty.

Even after the Toppoint factory warranty period has expired, you can contact us with a legitimate complaint. For repairs or exchanges that fall outside the warranty, it is sometimes reasonable to pay (part of) the costs yourself. If there are costs associated with resolving your item complaint, we will inform you in advance.

The warranty as described above applies to items purchased after 01-01-2021.