

Product Warranty Document



1. General:

For a period of 10 years, from the date of delivery, we will redeliver or reimburse the BirdBlocker strips supplied by us to you or specially designed BirdBlocker clamps supplied by us to you, in the event of defects due to material or manufacturing faults. For installations carried out in the UK from 1 September 2026 onwards, this warranty is extended from 10 to 20 years, provided the installation has been registered via the dedicated section on the website www.birdblocker.com.

2. Conditions of this warranty:

- a. exclusive use and installation of all system components of the BirdBlocker system.
- b. compliance with all installation and operating instructions made available by BirdBlocker.
- c. immediate notification of alleged material or manufacturing faults via info@birdblocker.com, accompanied by visual material.
- d. making the warranty claim within the warranty period mentioned in Article 1 after the delivery date.
- e. whether an alleged defect is covered under these warranty conditions will be determined by means of an (expert) investigation carried out by BirdBlocker or by an independent partner appointed by BirdBlocker.

3. Warranty:

If all the aforementioned warranty conditions are met and the complaint is well-founded, BirdBlocker will replace or reimburse (at its own discretion) the material delivered, subject to the following conditions:

- a. any shipping costs for redelivery will be borne by the complainant.
- b. in the event of compensation, BirdBlocker will reimburse the original purchase price (the price at the time of purchase) of the products, with a depreciation of 1/10 part per year that has elapsed until the time of the complaint (or 1/20 part per year for installations covered by the extended 20-year warranty referred to in Article 1).
- c. a remaining warranty period will pass to the replacement product; no additional warranty will be offered.
- d. if the product that was originally supplied by BirdBlocker is no longer produced, BirdBlocker may supply a functionally similar product (to the extent possible) as a replacement product.

4. Exclusion of warranty:

- a. installation or disassembly that has not been carried out in accordance with the BirdBlocker installation and operating instructions and recognised construction practices;
- b. modifications, damage and/or addition of components to the BirdBlocker system by third parties;
- c. a form of force majeure (lightning strike, fire or natural disasters in particular); or
- d. minor changes in the appearance, such as the bleaching and discolouration of the parts; discolouration of the materials does not affect the operation of the delivered product and therefore falls outside the scope of the warranty; the materials are UV-resistant and will not lose their function under the influence of UV.

5. Final provisions:

If BirdBlocker provides these warranty conditions in several languages and there is a discrepancy in the content of the warranty conditions between the various language versions, the Dutch version of the warranty conditions will prevail.

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