

Customer Information

Our fabrics are manufactured with the utmost care. However, some phenomena like those described below may be noticed from time to time. They are inherent to any made-up fabric and may appear throughout the transformation process :

- Fibre: colour variation between your fabric and the reference sample.
- Weaving: translucency associated with thread breakage, foreign fibre inserted into the weave, excess thickness, chalking and pencilling effect, pin-holes leading to appearance of light spots.
- Manufacturing, handling, installation: transport and installation creases, hem and seam rippling, winding and compression creases on the tube, waffling.

These phenomena are considered as permissible as long as they comply with the tolerances set by the textile industry and the recommendations of the European solar protection associations (documents available on request). They do not affect the quality, performance or life span of your fabric. Neither the fabric manufacturer nor your installer shall be held responsible for these phenomena.

We would also like to remind you that our standard awning fabrics are first and foremost sun protection fabrics; even if they are treated to make them water-repellent and resistant to water penetration, within the performance limits of each product, they are not intended to be installed for long-term protection from the rain.

Do not hesitate to consult our "service guide and warranty" (available on our website www.dickson-constant.com) and to use Tex'Aktiv Clean and Guard products regularly to get the most out of your DICKSON fabric. Dickson-Constant offers a conventional 10-year guarantee on the rot-proofing and colourfastness of its fabrics, subject to regular maintenance under normal conditions of use and environment. If you notice the slightest anomaly, we thank you for informing us.

