



DOME LIVING PRODUCT WARRANTY

New Zealand & Pacific Islands

Overview

This document outlines the warranty applicable to Dome Living dome structures supplied in New Zealand and the Pacific Islands.

This warranty applies to Dome Living products unless otherwise stated in writing and should be read in conjunction with any product-specific information provided at the time of purchase.

Dome Living domes are selected and configured with consideration for New Zealand and Pacific Island conditions, including wind, rain, UV exposure, and coastal environments.

This warranty is provided in addition to rights and remedies available under applicable consumer protection laws, including the Consumer Guarantees Act 1993 (New Zealand), where applicable.

Structural Frame Warranty

Dome Living warrants that the steel frame structure will remain structurally sound for a period of **5 years** from the date of delivery.

“Structurally sound” means that, when correctly installed and used under normal use and environmental conditions, the frame will maintain its intended shape, stability, and load-bearing capacity, without failure of primary structural members or critical connection points.

While the formal warranty period is 5 years, the structure is designed for long-term performance and, under normal conditions, is expected to provide a service life well beyond this period.

This warranty applies to defects in materials or manufacturing that result in structural failure.

PVC Cover & Components

The external PVC cover is covered by a **3-year warranty** from the date of delivery against defects in materials and manufacturing.

The PVC membrane is designed for long-term outdoor use and, under normal conditions, will typically provide a service life well beyond the warranty period, depending on environmental exposure and maintenance.

As with all external materials, the PVC cover will naturally age over time. This may include gradual changes in appearance, flexibility, and performance due to UV exposure and weather conditions.

This warranty does not cover normal wear and tear, natural ageing, or cosmetic changes that do not affect functional performance.

Exclusions

This warranty does not cover:

- Surface corrosion, oxidation, or cosmetic deterioration
- Normal wear and tear or natural ageing
- Improper installation, inadequate foundations, or failure to follow supplied instructions
- Modifications, alterations, or unauthorised repairs
- Misuse, neglect, or abnormal use
- Damage arising from extreme or abnormal events beyond typical environmental conditions, including high winds, flooding, fire, or other force majeure events
- Minor movement, noise, or non-structural distortion that does not affect structural integrity

Conditions of Warranty

This warranty is valid provided that:

- Installation is completed in accordance with Dome Living guidelines
- The structure is properly anchored and supported
- Reasonable care and maintenance are carried out
- The dome is used for its intended purpose

Remedy

Where a valid claim is accepted, Dome Living will, at its discretion:

- Repair the affected component, or
- Supply replacement parts necessary to restore structural integrity

This warranty is limited to the supply of replacement parts only and excludes labour, transport, installation costs, and any consequential or indirect loss.

Any repair or replacement does not extend or renew the original warranty period.

Making a Warranty Claim

To make a claim, the customer must:

- Notify Dome Living in writing within a reasonable timeframe of identifying the issue
- Provide a clear description of the concern
- Provide supporting photographs
- Provide proof of purchase

Dome Living reserves the right to request further information or arrange inspection prior to approving any claim.

General

This warranty applies to the original purchaser and is not transferable unless agreed in writing.

Dome Living remains committed to supporting customers with advice, replacement parts, and assistance beyond the warranty period, where reasonably possible.

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