

WARRANTY

Subject to the terms and conditions of this warranty, Schlage Lock Company, LLC (“Company”) extends a five (5) year limited warranty to the original consumer user (“Original User”) of our Dexter Commercial Hardware mechanical offering of locks, exit devices and door controls products (“Products”) against defects in material and workmanship. The terms and conditions of this warranty apply to Dexter Commercial Hardware shipments made on or after January 1, 2016.

What Company will do: Upon return of the defective Product to Company, Company’s sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product.

Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What is not covered: The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Company; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; (iv) costs associated with normal maintenance; (v) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages; and (vi) damage to Product finish. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products that: (i) are not the proper size for the application; (ii) are installed with improper or incorrect parts; (iii) have been modified, repaired, or altered in any way without the express written consent of Company; (iv) are used for purposes which they are not designed or intended; (v) are subjected to misuse, abuse, negligence, or accident or installation in violation of written instructions provided by Company; (vi) have been improperly stored, installed, maintained or operated; (vii) have been subjected to improper temperature, humidity or other environmental conditions; (viii) are grade 2 products used in educational facilities; or (ix) do not disclose to Company’s satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER damage to Product finish.

Additional terms: This limited warranty replaces all other warranties, expressed or implied, and excludes any warranties of fitness for a particular purpose or merchantability. No agent, representative, dealer, or employee of Company has the authority to increase or alter the obligations of this limited warranty. Company’s maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Company may be brought by the Original User more than one (1) year after the cause of action has arisen.

How local law applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Program and warranty claims: If you have a claim under this warranty, please contact Company’s Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Company.