

Warranty Conditions

Cavity Sliders USA Incorporated



Valued Customer,

On behalf of the whole CS team, we would like to thank you for purchasing our products. Since our establishment in 1986, we have strived to reach levels of optimal performance in both manufacturing and customer service. Cavity Sliders USA Inc. is dedicated to providing products that meet the needs of our customers. We constantly monitor the marketplace and are innovators in our field. New products are under constant development, so that as your needs change, we are right there with you.

IMPORTANT:
Please ensure that this documentation is received by the end customer.

We trust you are enjoying the many benefits of our products. Should you have any inquiries or comments, please feel confident in calling one of our friendly customer services staff.

Regards

Phil Kenny
President, Cavity Sliders USA Inc.

The warranties herein form part of the TERMS OF TRADE FOR GOODS AND SERVICES and the general conditions of Warranty are also contained in that contract.

The Company's maximum liability hereunder is limited to the purchase price of the Goods. In no event shall the Company be liable for any consequential, indirect, incidental or special and/or punitive damages of any nature arising from the sale or use of the Goods, whether based on contract, warranty, tort, strict liability, patent infringement, or otherwise, even if advised of the possibility of such damages.

Note:

- This warranty only applies to the original user of the Goods. This warranty is not transferable.
- This warranty is limited to the repair or replacement of faulty parts only. The costs of removal and reinstallation of Goods and/or shipping and freight are excluded.
- This warranty excludes normal wear and tear or Goods used in extremely high use situations where the manufacturer has not been consulted regarding the suitability of the Goods.
- The warranty on Goods supplied by the Company but not manufactured by the Company shall be the warranty of the original manufacturer.
- Finish Warranty - finishes susceptible to early deterioration or oxidation (often referred to as living finishes, e.g. Oil Rubbed Bronze) are excluded from this warranty.

1. Goods supplied but not manufactured by the Company

The warranty on Goods supplied by the Company but not manufactured by the Company shall be the warranty of the original manufacturer.

2. Goods manufactured by the Company:

TEN (10) YEARS WARRANTY*

on the following categories of Goods supplied by the Company:

CavitySliders Pocket frames manufactured by Cavity Sliders

TrackSystems

DoorLeaves†

*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

†Ten year warranty applies to doors manufactured by Cavity Sliders. All other door leaves carry the original manufacturer's warranty.

FIVE (5) YEARS WARRANTY*

on the following categories of Goods supplied by the Company:

CL100 MorticeLock

CL400® Magnetic

*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

TWO (2) YEARS WARRANTY*

on the following categories of Goods supplied by the Company:

AutomaticUnits#

CL200 FlushHandle

*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

#Electronic components carry a 12 month warranty.

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Instructions of Care

In order to maintain the warranty, the Customer is recommended to follow Instructions of Care and to inform any third party purchaser of the same information.

| Instructions of Care | Common misuse is: |
|---|--|
| Only use the correct Operating Manuals | Attempting to use or repair the Goods without proper knowledge |
| Operate within the rated capacity | Not checking the manufacturer's recommended ratings |
| Do not place heavy loads on the Goods | Incorrect packing and shipment of the Goods causing damage to the exterior. |
| Do not expose to impact, excessive movement or continual relocation | Not realising that the Goods contain sensitive parts or may damage easily |
| Do not expose to excessive vibration or heat | Not realising that the parts are sensitive to excessive vibration and heat |
| Do not expose the Goods to water or excessive moisture | Not realising that timber may be a component and that excessive moisture damages sensitive parts and may discolor the finish |

Making a claim for damaged or defective Goods or defective Services

The Company will provide a form for any claims for damaged or defective Goods or Services but will not accept any claim by the Customer for any reasons where the Customer may be prejudiced by the defect or failure of the Goods or Services. This warranty is limited to the repair or replacement of faulty parts only. The Company will not accept any claim by the Customer for any and all costs incurred including economic loss, consequential loss or any other form of loss whatsoever. This warranty will not apply where:

- ▮ Goods or Services have not been paid in full and according to the terms of payment.
- ▮ The defect or failure is due to or resulting from damage, poor installation, misuse or use contrary to the printed instructions of the Company for maintenance or care when in the possession of the Customer.
- ▮ The defect or failure is due to persons not technically competent to use the Goods.
- ▮ The defect or failure is due to the Goods not being used for the purpose for which they were specified.
- ▮ The defect or failure is caused by the Customer or a third party on behalf of the Customer attempting integration or interfacing of the Goods with other Goods.
- ▮ The Customer or any third party altering the Goods in any way different to the condition in which they were supplied or installed.
- ▮ The defect or failure is due to environmental conditions of the Customer's site causing deterioration.
- ▮ The defect is due to the Customer or its agent attempting modification or repair of the Goods.
- ▮ The failure is caused by use in situations where the Manufacturer's specified capacity is exceeded.

How to claim

For all inquiries, please contact the Customer Services Department of your nearest Cavity Sliders USA Inc. branch (details below) and request a claim form. The serial number (starting with SA-----) can be found on your invoice. All repairs, possible charges or replacements are at the sole discretion of Cavity Sliders USA Inc.

We welcome your feedback about product improvements or service. Please email info@cavitysliders.com

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