

Copper Creek Hardware Limited Warranty

Mechanical Warranty

Copper Creek Inc. (CCI) offers a mechanical warranty for all CCI residential hardware that covers mechanical defects in material and workmanship. The warranty does not cover misuse, abuse, finish defects, damage caused by poor installation or failure to read installation instructions. CCI will not be held liable for any and all indirect or incidental costs, punitive or consequential damages, arising from the sale, abuse, or misuse of CCI locksets. All warranties are for the original purchaser from the date of purchase as long as the original user occupies that residence. CCI locksets carry a lifetime mechanical warranty to the original purchaser of the locksets only.

Finish Warranty

CCI offers a finish warranty for all residential hardware that covers finish blemishes and imperfections due to manufacturing process. The warranty also covers tarnish caused by natural environmental elements if and only if proper care & maintenance instructions are followed (see proper care instructions below). The warranty does not cover damages from paints, cleaners, chemicals, scratches, abrasions, or installation in non-residential buildings and applications. All warranties are to the original purchaser from the date of purchase as long as the original user occupies that residence. Warranty replacement may be limited to a "one time replacement" if environmental conditions are considered severe at the discretion of CCI. All CCI locksets carry a five (5) year warranty on standard finishes, Montana Forge Handlesets carry a ten (10) year warranty on Satin Stainless and Polished Stainless finishes, and five (5) year warranty on Tuscan Bronze finish.

Proper Care & Finish Maintenance

For all exterior applications, once installation of your CCI lockset is complete, take a few minutes and protect your lockset with a quality carnauba car wax following the manufacturers application and buffing instructions. Then once per month or so clean the lockset with a damp cloth. Excessive grime can be removed with a gentle soap but do not under any circumstances use any harsh or abrasive chemical cleaner. Failure to follow these instructions will void the finish warranty.

Additional Warranty Terms, Conditions, and Claims

The purchaser of CCI Hardware agrees to the following additional terms and conditions:

- CCI makes no other warranty, either expressed or implied, other than the above stated Mechanical and Finish warranties.
- CCI's maximum liability is limited to the original purchase price of the hardware.
- CCI is not responsible or liable for changes or alterations to our products by any 3rd party.
- CCI reserves the right to make improvements or changes to the specifications and designs of our products without obligation to incorporate those improvements or changes on previously manufactured products.
- All warranty claims must be made in writing or by telephone directly to CCI from the original purchaser or customer where the locks were first sold to validate the claim.
- Products proven defective in the warranty period should be returned freight prepaid to 25859 Jefferson Avenue, Murrieta, CA 92562. The product will either be repaired, replaced, or the purchase price returned to the original purchaser. Return freight and or cartage costs are the responsibility of the original purchaser.