

Lifetime Mechanical Warranty

Sure-Loc products come with a lifetime warranty against manufacturing defects. This warranty covers any malfunction of the product mechanism or parts inasmuch as the original user occupies the premises where the hardware was originally installed. Products which have been damaged due to negligence, improper installation, misuse, or misalignment with the door and frame will not be covered under warranty.

Five Year Finish Warranty

Sure-Loc products come with a five year finish warranty. The warranty covers any original defect in the product finish and/or normal wear and tear. It does not extend to products that are exposed to extreme weather conditions, salt and humidity, or products that are damaged due to negligence or exposed to harmful cleaning solutions, abrasives, or solvents. (10B) Oil-Rubbed Bronze and (11P) Vintage Bronze are “living finishes”. The oxidized brown coating on these finishes can wear through with frequent use to reveal more of the copper sub-plating. The wear of the oxidized coating is normal and does not affect the integrity of the bronze plated finish. Any wearing of the oxidized coating is not covered under warranty. Specialized finishes, FBL Flat Black and SB Satin Brass are not covered under finish warranty.

Warranty Claims

Warranties are limited to repair or replacement of the product at the discretion of Sure-Loc Hardware LLC. On-site repair, installation, or other related charges are not covered under warranty. Products must be returned with freight pre-paid to Sure-Loc Hardware LLC along with proof of purchase.

Sure-Loc Hardware LLC shall under no circumstances be liable for any consequential or incidental damages of any kind arising from the sale, handling, installation, or use of Sure-Loc products (some states do not allow exclusion of incidental damages, so this limitation may not apply).