

## Terms & Conditions of Sale

**ROCKWELL SECURITY INC. LIMITED LIFETIME WARRANTY  
FOR WINDOW & DOOR MANUFACTURERS & AUTHORIZED DISTRIBUTORS**  
**Shower Door Hardware products are warranted for 1- 3 years.**  
**Electronic Products are warranted for 1 year.**  
**Commercial Hardware products are warranted for 5 years.**

Rockwell Security Inc. Residential Locks and Door Handle products are warranted against defects in materials and workmanship to the original consumer/purchaser for 7 years or as long as the original consumer/purchaser owns the product upon which the product was originally installed. Proof of product purchase is required.

Shower Door hardware products are warranted for 1-3 years against defects in materials and workmanship.

All electronic hardware products are warranted against defects in materials and workmanship for 1 year from the date of Purchase.

Commercial Door hardware products are warranted for 5 years against defects in materials and workmanship.

### Warranty Exclusions

1. Rockwell Security Inc. produces its products in accordance with the highest standards of quality and excellence. All these products are manufactured with the highest quality materials: however, these products are susceptible to small surface indentations and imperfections due to the malleability of the material and crafting of the product. Although Rockwell's material safeguards protect against shipping products of unacceptable quality, a small surface indentation or imperfection, which can not be observed at closer than arms length or are only observable when the product is rotated at an angle, by special observation, or when examined under certain lights, may not disqualify a particular product from being considered of the highest quality obtainable.
2. Normal wear or discoloration of finishes is not covered under this warranty. (Rockwell Security Inc. may, however, offer selected products with separate enhanced finish warranties)
3. Distressed and oil rubbed bronze finishes are not covered under this warranty.
4. Corrosion related damage is not covered under this warranty. Products installed on coastal applications are not covered in this warranty.
5. Any Rockwell Security Inc. product which has been damaged as a result of installation contrary to Rockwell written installation instructions is not covered under this warranty.
6. Any Rockwell Security Inc. item which has been modified with any non-specified Rockwell component is not covered by this warranty.
7. Any Rockwell Security Inc. product having defect caused by neglect, misuse, abuse, or unreasonable or extraordinary use or maintenance is not covered by this warranty.
8. Rockwell Security Inc.'s warranty is expressly limited to window & door manufacturers and Rockwell Security Inc. Authorized Distributors and may not be assigned or transferred. For warranty service questions, please contact the window & door manufacturer or Rockwell Security Inc. Authorized Distributor from whom you received the product.

This warranty is exclusive. Rockwell Security Inc. makes no other warranty of any kind whatsoever, expressed or implied, with respect to the products manufactured and sold by it,

whether as to merchantability, fitness for a particular purpose, or any other matter. No agent, employee or representative of Rockwell Security Inc. has any authority to bind Rockwell Security Inc. to any affirmation, representation, or warranty concerning Rockwell Security Inc. products or parts, except stated herein.

If any product manufactured by Rockwell Security Inc. is found to be defective by Rockwell Security Inc., in its sole reasonable judgment, Rockwell Security Inc. will, at its option, either repair or replace such defective product. Rockwell's liability is limited only to the replacement value of the hardware. This remedy shall be the exclusive remedy available for any defects in the products manufactured and sold by Rockwell Security Inc. or for damages resulting from any other cause whatsoever, including without limitation, Rockwell Security Inc's negligence. Rockwell Security Inc. shall not in any event be liable to any buyer for consequential, or incidental, or punitive damages of any kind or for the labor which may be required for the replacement of said product, whether for breach of warranty, negligence, on the basis of strict liability, or for any other reason.

The purpose of this exclusive remedy shall be to provide the window/door manufacturer, or Rockwell Security Inc. Authorized Distributor, with replacement of products, or parts, manufactured by Rockwell Security Inc. found to be defective in materials or workmanship, or negligently manufactured. This exclusive remedy shall not be deemed to have failed of its essential purpose so long as Rockwell Security Inc. is willing and able to repair or replace said defective products or parts in the prescribed manner.

## **Terms & Conditions of Sale**

### **ROCKWELL SECURITY INC. WARRANTY FOR WINDOW & DOOR MANUFACTURERS & AUTHORIZED DISTRIBUTORS Stainless Steel Door hardware Products**

Rockwell Stainless Steel handles and products are warranted for 10 years against mechanical or workmanship defects of the product as long as the original consumer/purchaser owns the product upon which the product was originally installed.

Proof of Purchase is required.

This warranty is expressly limited to Window and Door Manufacturers and authorized dealers who purchase Rockwell Security products and can not be assigned or transferred. This warranty does not cover normal wear and discoloration of Finishes, damage caused by scratches or abrasions, or any product that has been improperly installed, abused, worn out, altered or used for a purpose other than that for which it was intended, or used within 10 miles from the sea coast or body of salt water, or in a manner inconsistent with any instructions regarding its use or recommended care and maintenance, or that has been exposed to solvents, chemicals, or other harsh environments or foreign substances including any airborne foreign substances. If any product manufactured by Rockwell Security is found to be defective, Rockwell in its sole judgment, will at its option either repair or replace the defective product. Rockwell Security in any event shall not be liable to the window and door manufacturers or their customers for consequential or incidental or punitive damages.

#### **Stainless Steel Hardware Care and Maintenance**

The Stainless Steel Handles are manufactured of Austenitic 304 series Stainless Steel. Stainless Steel is very resistant to rust but it is not impervious to it. It must be kept clean and free from contaminants. Frequent cleaning with a mild soap and water is required. At times, Stainless Steel products may develop spots of discoloration or corrosion due to environmental or application conditions. Any discoloration needs to be removed asap. It is usually possible to restore the product to its original condition. Most discoloration can be removed with a mild cleanser or stainless steel cleaner. The surface should then be rinsed thoroughly with water.

In selecting cleaning practices, consider the possibility of scratching and the potential for post cleaning corrosion caused by incompletely removed cleaners. Select only cleaners that are not abrasive, not acidic, and low in chloride. Many antibacterial cleaners used to clean and sanitize door hardware contain high levels of chlorides, which will cause corrosion if not properly removed from the surface by rinsing. When water contains mineral solids, which leave water spots, it is advisable to wipe the surface completely with dry towels.

With care and proper maintenance, the Stainless Steel handles will maintain its aesthetics, luster and appearance for many years.

This warranty is exclusive. Rockwell Security Inc. makes no other warranty of any kind whatsoever, expressed or implied, with respect to the products manufactured and sold by it, whether as to merchantability, fitness for a particular purpose, or any other matter. No agent, employee or representative of Rockwell Security Inc. has any authority to bind Rockwell Security Inc. to any affirmation, representation, or warranty concerning Rockwell Security Inc. products or parts, except stated herein.

If any product manufactured by Rockwell Security Inc. is found to be defective by Rockwell Security Inc., in its sole reasonable judgment, Rockwell Security Inc. will, at its option, either repair or replace such defective product. Rockwell's liability is limited only to the replacement value of the hardware. This remedy shall be the exclusive remedy available for any defects in the products manufactured and sold by Rockwell Security Inc. or for damages resulting from any other cause whatsoever, including without limitation, Rockwell Security Inc's negligence. Rockwell Security Inc. shall not in any event be liable to any buyer for consequential, or incidental, or punitive damages of any kind or for the labor which may be required for the replacement of said product, whether for breach of warranty, negligence, on the basis of strict liability, or for any other reason.

The purpose of this exclusive remedy shall be to provide the window/door manufacturer, or Rockwell Security Inc. Authorized Distributor, with replacement of products, or parts, manufactured by Rockwell Security Inc. found to be defective in materials or workmanship, or negligently manufactured. This exclusive remedy shall not be deemed to have failed of its essential purpose so long as Rockwell Security Inc. is willing and able to repair or replace said defective products or parts in the prescribed manner.

ROCKWELL SECURITY INC.

LIMITED WARRANTY

SHOWER DOOR HARDWARE PRODUCTS

WARRANTY INFORMATION

Rockwell Security Inc. warrants that for a period of three (3) years following the date of sale to Rockwell's customer, Rockwell or Mont Hard **Shower Door Hinges** are warranted against material defects and defects in workmanship. All other **Shower Door Hardware Products** is warranted for 1 year from date of sale. All warranty claims are subject to inspection by Rockwell prior to Rockwell providing a remedy for the warranty claim.

This Warranty will not apply if after inspection by Rockwell, it is determined that the **Shower Door Hardware** has been installed and/or maintained in a manner that is not in conformity with the instructions and guidelines set forth by Rockwell for proper installation and maintenance.

Rockwell's responsibility to provide a remedy under this Warranty shall be limited to either a refund of the purchase price, or to provide a replacement of the **Shower Door Hardware**. The refund or replacement shall constitute the limit of Rockwell's liability and obligation for any material defect or defect in workmanship in the **Shower Door Hardware**.

This Warranty is exclusive, and Rockwell makes no other warranty, express or implied, including without limitation, any implied warranty of merchantability or fitness for a particular purpose. In no event shall Rockwell be liable under any legal theory (including but not limited to contract, negligence, strict liability in tort, or warranty of any kind) for any indirect, special, incidental, consequential, or exemplary damages (including but not limited to lost profits).