



NORLOCK 10 YEAR LIMITED WARRANTY

NORLOCK's limited warranty claims panels will be free from manufacturing defects for a period of ten (10) years, beginning from the original date of purchase.

WARRANTY LIMITATIONS

This warranty does not cover problems caused by improper installation methods. The installer must follow NORLOCK written installation directions or the warranty is VOID.

This warranty does not cover:

- Damage caused by improper maintenance or by use contrary to our recommendations. Surface wear, scratches and color variation are not defects and are not covered by this Warranty. Products located in higher traffic areas may show wear earlier than other areas. Dragging objects across the products may cause surface scratches.
- Expansion/Contraction issues due to improper installation contrary to manufacturer directions.
- Any application of paint, coatings, sealants or adhesives such as glue or laminated coverings applied to panels, other than as specifically recommended in NORLOCK's installation instructions.
- Damage caused by cleaners other than those cleaners recommended for periodic maintenance.
- Normal wear and tear or color changes due to exposure to smoke, fumes, leaks or abuse.
- Damage caused by wind or any other natural disaster caused by "An Act of God."
- Differences between sample or product photographs and actual product purchased.

Special Notes:

- Should be stored on a flat, level surface.
- The manufacturer will exclude and will not pay any consequential or incidental damage, loss or expense other than to the panels themselves. The manufacturer is not responsible for the cost of labor for installing replacement products. The manufacturer is not responsible for the cost of any materials other than the replacement products (as provided herein) including without limitation, sub-structure, supporting structure, etc. The manufacturer is not responsible for the cost of removing or disposing of products. This warranty covers the replacement cost of panels only (labour and shipping not included).
- This warranty does not cover problems caused by improper installation method. The installer must follow NORLOCK written installation directions or the warranty is VOID.
- This warranty is non-transferable and applies only to the original purchaser.
- This warranty gives you specific legal rights, and you may have other rights which vary by jurisdiction.
- There are no implied warranties, representations or conditions, except those required by statute and they shall not extend beyond the term of the warranty applicable to your purchase.

Right of Inspection and Claim Processing:

The manufacturer shall have a reasonable time after notification to inspect the Products. The Owner shall provide the manufacturer with reasonable access to the Products for purposes of inspection. If requested by the manufacturer, the Owner must complete and deliver to the manufacturer, at the Owner's expense, a warranty questionnaire, photographs of the Products and samples of the Products. If reasonable access is denied or made subject to unreasonable conditions by the Owner, or if the owner fails or refuses to cooperate in the manufacturer's investigation of the claim (such as by failing to provide sample Products [if requested] or photographs or a completed warranty questionnaire), the manufacturer's obligation under this Warranty shall immediately terminate. If the manufacturer determines there are manufacturing defects covered by this Warranty, the manufacturer will have up to ninety (90) days after receipt of notification to process the Owner's claim ("Ninety Day Period"). The manufacturer is not responsible for the cost of any repairs made prior to the Ninety Day Period, unless it is authorized in writing by the manufacturer.