

AQUIVACOAST®



LIMITED WARRANTY

AQUIVA, INC. (d/b/a AQUIVACOAST) ("AquivaCoast") extends the following limited warranty for its products. This warranty is non-transferable and applies only to the original residential owner who purchased the product from an authorized AquivaCoast dealer, for as long as the original owner occupies the home in which the product was originally installed.

I. WARRANTY COVERAGE: SHOWER DOORS & ENCLOSURES

AquivaCoast warrants its shower doors, enclosures, and associated hardware to be free from defects in materials and workmanship under normal residential use.

- **Glass Components:** AquivaCoast offers a **Limited Lifetime Warranty** on all glass components. This guarantees the glass will be free from manufacturing defects that could lead to breakage or discoloration. This warranty does not cover breakage, scratches, or damage that occurs during or after installation.
- **Hardware Components:** All hardware components and moving parts (such as hinges, rollers, handles, and support bars) are covered by a **Ten (10) Years Limited Warranty**.
- **Vinyl Seals & Gaskets:** Clear vinyl seals, sweeps, and gaskets are covered by a **Three (3) Years Limited Warranty**. Please note that discoloration or changes due to water contact or the use of cleaners are considered normal wear and tear and are not covered.

II. WARRANTY EXCLUSIONS & LIMITATIONS

This warranty shall not apply to any product failure or damage caused by:

1. **Improper Installation or Handling:** Failure to follow the manufacturer's installation instructions, or any modifications made to the product. Installation must be performed by a licensed professional.
2. **Improper Care & Maintenance:** Damage caused by the use of abrasive cleaners, ammonia, bleach, acids, waxes, alcohol, solvents, or other chemicals not recommended for the product's finish. Use of abrasive pads, steel wool, or harsh cleaning tools will void the warranty.
3. **Misuse & Abuse:** Damage resulting from accident, negligence, product abuse, or misuse. This includes, but is not limited to, damage from sharp or heavy objects.
4. **Normal Wear & Tear:** Fading, scratches, or stains that occur over time with normal use.
5. **Environmental Factors:** Damage caused by hard water, mineral deposits, or air pollutants.
6. **Commercial Use:** This warranty is void if the product is installed or used in any industrial, commercial, or business application, including but not limited to hotels, motels, or multi-family housing.

7. **Labor & Associated Costs:** This warranty does not cover any costs associated with the removal, installation, or re-installation of the product or its components. This includes any labor charges, shipping costs, or other incidental or consequential damages.
8. **Damage in Transit:** It is the responsibility of the purchaser or installer to inspect the product upon delivery. Any damage discovered must be reported immediately to the seller and the shipping carrier.

III. HOW TO OBTAIN WARRANTY SERVICE

To make a warranty claim, the original purchaser must provide the following to AquivaCoast Customer Service:

1. **Proof of Purchase:** The original sales receipt from an authorized dealer.
2. **Detailed Description:** A clear description of the issue.
3. **Evidence of Defect:** Clear photographs or videos showing the defect.
4. **Product Information:** The product model number.

Upon receipt of a valid claim, AquivaCoast will, at its election: (1) Repair or replace the defective part(s) or product(s) at its own cost. (2) Issue a credit to be applied toward the purchase of a new AquivaCoast product.

The choice of remedy is at the sole discretion of AquivaCoast.

IV. LEGAL DISCLAIMER

AQUIVA, INC. (d/b/a AQUIVACOAST) PROVIDES THIS WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AQUIVA, INC. (d/b/a AQUIVACOAST) SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES. THE LIABILITY OF AQUIVA, INC. (d/b/a AQUIVACOAST) UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT OR PART AT AQUIVA, INC.'s (d/b/a AQUIVACOAST) DISCRETION.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental, or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province.

V. CONTACT FOR WARRANTY SERVICE

AquivaCoast Customer Service

Email: support@aquivacoast.com

Website: www.aquivacoast.com

