



## TAFCO Limited Manufacturers Warranty

**Products** - TAFCO warrants our products to be free from defects in material and workmanship. Our product warranty covers any material or manufacturing defect for a period of one (1) year from the date of original purchase. TAFCO's obligations under this warranty shall be limited to product replacement.

**Non-Transferable** - This warranty is not transferable to subsequent owners.

### **TO GET ASSISTANCE**

For return assistance, please contact your original point of purchase retailer and follow their specific return guidelines.

For product warranty replacement under The TAFCO Limited Manufacturers Warranty, please contact us via email at [info@TAFCO.com](mailto:info@TAFCO.com) or you may contact us using this information: TAFCO Corporation, 1953 North 17<sup>th</sup> Ave, Melrose Park, IL. 60160. Phone: 847/ 678-8425 / email: [info@TAFCO.com](mailto:info@TAFCO.com)

Please provide the following information:

When contacting us please provide the following information:

- 1) Your name, address, daytime telephone number and e-mail address.
- 2) A description of the product for which the claim is being made.
- 3) Original proof of purchase
- 4) The name of the TAFCO retailer from whom the product was purchased.
- 5) A picture & description of the product issue.

If the manufacturers warranty period has expired or for issues not covered by warranty, some replacement parts may be available for purchase. When warranty coverage is unclear, TAFCO may charge an inspection fee for any on-site product inspection. If the inspection reveals the TAFCO product has a defect covered by this limited warranty, the inspection fee will be waived. Replacement products or parts will be the closest equivalent to current products or parts and may not be an exact match of the original. Product warranty replacements will be delivered to the original point of purchase with no shipping charges. If shipment direction is requested, normal shipping and handling charges will apply. In cases relating to hardware, the customer may be invoiced for the replacement hardware at the list price and appropriate credit will be issued when the defective hardware has been returned to TAFCO. Furnishing replacement products and/or parts shall not extend the time period of this warranty and the replacement products and/or parts shall be warranted only to the extent of the unexpired portion of the warranty period remaining on the originally purchased product and/or part.

### NON Coverage

- Normal wear and tear, weathering and natural variations of color or texture are to be expected and thus are considered normal and are not considered a product defect.
- Normal wear and tear of hardware and/or hardware finishes that can naturally occur (e.g. corrosion, tarnishing).
- Minor scratches or cosmetic imperfections that do not impair structural integrity or normal use and appearance.
- Scratches and imperfections involved when the the product is purchased, transported, installed, serviced or replaced.
- Product failures resulting from abuse, misuse, alteration, exposure to the elements, cleaning agents, or exposure to corrosive, unusual, harmful or aggressive substances, improper or insufficient handling, storage, accident or acts of God.
- Products with modifications (e.g. customer applied)

### ADDITIONALLY

- TAFCO is not responsible for removing any defective products from the structure in which they are installed, or for handling and installation, construction details of the building, exposure conditions, maintenance, normal wear and tear, and migration of inert gas. Structural or thermal ratings are for comparison purposes only. While TAFCO products are manufactured to meet or exceed published ratings, it is not possible to guarantee that they will meet or exceed those ratings after they have been installed.

### **GENERAL PROVISIONS**

**THERE ARE NO OTHER EXPRESS WARRANTIES EXCEPT AS SET FORTH HEREIN. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE PERIODS OF COVERAGE OF THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED WARRANTY. TAFCO SHALL NOT BE LIABLE FOR APPLICABLE TAXES OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS TO PERSONS OR OTHER PROPERTY.**

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of 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 can vary from state to state.

NO SALESPERSON, RETAILER OR OTHER REPRESENTATIVE OF TAFCO HAS THE AUTHORITY TO ALTER OR CHANGE THESE WARRANTIES OR TO MAKE ANY OTHER WARRANTY EITHER ORALLY OR IN WRITING.

Effective date: January 1, 2000