

FAKRO - ATTIC STAIRS LIMITED WARRANTY

This limited warranty is provided by FAKRO to the end-users of FAKRO's products. For the purpose of this Warranty, the „end-user“ refers to a legal entity or an individual person who originally purchased the product and who did not acquire the product for the purpose of resale.

For attic ladders, FAKRO offers the following warranty periods from the date of purchase:

2 years

for the following models:
LWP, LWT, LWF, LMS, LMP, LML, LST and LSF

1 year

for the following models:
LWN, OWM

During the warranty period, FAKRO ensures that the product will be free from any defects in material and workmanship, as well as durability of wooden elements, and proper functioning of the opening and closing mechanisms.

GENERAL CONDITIONS AND EXCLUSIONS

The Limited Warranty set forth in this document is the only express warranty, and this writing is the final, complete and exclusive expression of all express warranties applicable to FAKRO products. Any statement of the FAKRO's agent or any other person that purports to differ from, modify or expand this Limited Warranty shall have no effect. All warranty claims must be made during the applicable warranty period.

FAKRO excludes and will not pay for incidental or consequential damages and its liability will in all instances be limited to repair or replacement of the defective product.

The warranty does not cover any labor costs associated with the installation of replacement products or components if FAKRO chooses not to repair the product. The provision of replacement products or components shall not extend the original warranty period. FAKRO reserves the right to provide a similar replacement product or component if the original version is no longer available at the time of the claim. No warranty will apply to any product that is not finished, installed, maintained and operated in accordance with FAKRO's instructions.

THIS WARRANTY IS ONLY APPLICABLE TO PRODUCTS SOLD AND INSTALLED WITHIN THE UNITED STATES OF AMERICA AND CANADA.

What is Not Covered by this Limited Warranty

This warranty does not cover, and FAKRO will not provide repair, replacement or refund for any of the following:

- a) Product failure or damage due to improper installation.
- b) Adjustments or corrections due to improper installation.
- d) Units improperly assembled and/or improperly installed by others.
- e) Damage caused by the following:
 - improper installation, use or maintenance;
 - exposure to conditions beyond published performance specifications;
 - damage that occurs during delivery by others;
 - damage caused by accidents or Acts of God;
 - damage as a result of normal wear and tear.

Additional Exclusions and Limitations:

The following items are also excluded from this warranty:

- a) Labor and other costs related to the removal and disposal of defective products.
- b) Labor and materials related to trim or other carpentry work that may be required.
- c) Products not manufactured by FAKRO.
- d) Service trips to provide instruction on product use.
- e) Shipping costs for replacement products.

WARRANTY CLAIM PROCEDURE

In order to obtain the benefits of this warranty, you must give the Company notice of the defective product, within a reasonable time after you discover or reasonably should discover the defect, and in all cases within the warranty periods set forth above. Your claim must be made to local FAKRO office or authorized distributor. Contact details are available on our website at www.fakro.com website.

Your claim must include the following information:

- your name and address (with zip/postal code);
- where the product is installed;
- contact phone number(s)
- a description of the product: size and type of the product (located on the FAKRO identification label attached to the sash);
- a possible description (as precise as possible) of the defect including pictures as well as your attempts to solve the problem (if any).

For a period of thirty (30) days after submitting your claim, you agree to allow FAKRO reasonable access to the product, for the purpose of inspection and evaluation of your claim. Within sixty days following the date of your claim, FAKRO will advise you of whether your claim has been accepted or rejected under this Warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. YOU HAVE THE RIGHT TO SEEK A REMEDY IN COURT IF YOU BELIEVE FAKRO HAS BREACHED ITS OBLIGATIONS UNDER THIS WARRANTY.