

A. Products Covered by Warranty

Doors Galore warrants each Product to be free from defects in materials and assembly in the course of normal use and service. Defective Product which is under warranty must be returned to Doors Galore in the manner described in Section E below in order for the Product to be repaired or replaced. The warranty period of 12 Months commences with the date of sale to the original Customer.

B. Exclusive Warranty Remedy

During the applicable warranty period stated in this Terms and Conditions, Doors Galore will provide the following sole and exclusive remedy in the event a Product is determined by Doors Galore to be defective in materials or assembly.

Doors Galore at its sole discretion will either repair the defective Product without charge or replace it with a new or refurbished Product. Customer must deliver its warranty claim to Doors Galore during the warranty period in the manner described in Section E below as a condition to receiving warranty service from Doors Galore. Return of the defective Product to Doors Galore is required.

C. Warranty Exclusions

The following items are not covered by Doors Galore's warranty:

1. Ancillary equipment not furnished by Doors Galore which is attached to or used in conjunction with a Product.
2. A Product which is used with any ancillary equipment that is not furnished by Doors Galore.
3. Freight cost to return a Product to Doors Galore.
4. Damage or deterioration caused by exposure to salt water (within 10km of the Ocean), chemical fumes or other corrosive or aggressive environments, whether naturally occurring or man-made.
5. Damage, abrasion or impact by any hard object, and any fading or colour change which may not be uniform due to unequal exposure of the doors sections to sunlight or other elements.
6. Defects or damage resulting from Customer's improper testing, operation, installation, maintenance, modification, alteration, or adjustment.
7. Defects or damage from misuse, accident or neglect.
8. Defects or damage resulting from use of the Product in other than its normal and customary manner.
9. Defects or damage due to lightning or other electrical discharge.
10. Modification or abuse of, or tampering with, the Product.
11. Batteries supplied (3 Months Warranty).
12. Installation, maintenance, or service of the Product.

D. Warranty Limitations

This warranty sets forth the full extent of Doors Galore's warranty responsibility. Repair, replacement, or credit in the amount of the purchase price paid for the applicable defective product, at Doors Galore sole discretion as indicated above, is the exclusive remedy.

This warranty is provided in lieu of all other express or implied warranties. All other warranties, express or implied, including without limitation implied warranties of merchantability and fitness for a particular purpose, are specifically excluded. In no event will Doors Galore be liable for damages in excess of the purchase price of the product, for any loss of use, loss of time, inconvenience, commercial loss, lost profits or savings, or other incidental, special, or consequential damages arising out of the installation, use, or inability to use such product, to the fullest extent that any such loss or damage may be disclaimed by law.

Doors Galore will not be responsible or liable for any damage or loss resulting from the operation or performance of any third party product or any systems in which an Doors Galore product is incorporated.

E. Return Policy for Defective Products Under Warranty

To return a defective Product which is under warranty to DOORS GALORE:

- 1.** Claims under this warranty must be made promptly after discovery, within the applicable warranty period, and in writing to Doors Galore.
- 2.** The Purchaser to Provide Doors Galore with the following:
 - a. The model number and serial number of the defective Product.
 - b. A description of the Product defect.
 - c. Purchase Receipt.
- 3.** The Purchaser must allow Doors Galore a reasonable opportunity to inspect any product claimed to be defective prior to removal or alteration of its condition.
- 4.** Customer must return the defective Product to Doors Galore.
- 5.** Upon Doors Galore's receipt of the defective Product from Customer, Doors Galore will evaluate the defective Product to determine whether it is covered under Doors Galore's warranty. If Doors Galore determines the Product is covered under its warranty, Doors Galore will take the corrective warranty action described in Section B of this Terms and Conditions.