

# WEISER®

## Warranty Policy

### **Weiser™ products provide a "Lifetime Warranty" that covers all defects in material and workmanship.**

In order to qualify for the Lifetime Finish and Mechanical Warranty, please note that:

- Original purchaser must live and own the lock. Incidental or consequential damages are excluded
- Purchaser must have a proof of purchase dated no earlier than 12/1/2001 or the product in question must have a production date stamp of 12/1/2001 or later.
- As an exception, the Lifetime Finish Warranty applies to all Weiser™ products with a Brilliance® finish (Bright Brass, Bright Chrome or Satin Chrome) regardless of purchase or production date.
- Weiser will repair or replace the lock, or refund the purchase price (if it is not practical to repair or replace). You will be responsible for the removal of the old lock and reinstallation of the new one.

### **Weiser's Lifetime Warranty policy is as follows:**

This warranty excludes locks that have been damaged by installation contrary to our written instructions or modified with non-Weiser components. The following are not covered under warranty:

- Scratches or abrasions
- Keys broken off in the keyway
- Paint on the locks
- Obvious indication of abuse
- Locks returned with keys missing
- Excessive visible wear on latch and/or strike plate, indicating incorrect installation
- Items returned with parts missing
- Misused or abused products or products used in commercial applications\*

To register a warranty claim in Canada, please contact us by our toll free number 1-800-501-9471.

\* "Commercial" is defined as any application other than those found on private residences.