

2 (Two) Years Limited Warranty

Last Updated: December 15, 2022

All our Products come with 2 (two) Years Limited Warranty.

Original User: The Original User will return the defective Product to the retailer from whom it was purchased, accompanied by a statement of defects and proof of purchase

If a product has been discontinued and is no longer available, the warranty may last a limited period. For example:

- Discount Hardware Direct LLC Limited Warranty currently lasts for 6 (six) Months after the product has been discontinued but not less than 2 (two) years after the date of Purchase.
- If the product is not discontinued, Discount Hardware Direct LLC provides 2 (two) Years Limited Warranty.

How long does this Limited Warranty last?

- All the products are covered by 2 (two) years Limited Warranty for 2 (two) years period from the date of purchase

For doors:

The frame, slab, jambs, casings, finishes, hardware, structural parts are covered by Limited warranty for 2 Years period from the date of purchase.

What does Discount Hardware Direct LLC do when warranty case happens?

- Discount Hardware Direct LLC accepts the product back, Examine the product, FIX and/or REPLACE the defective item. Shipping and handling are paid by the Purchaser.

How to Claim?

Please contact the retailer from whom the defective product was purchased. If assistance is needed, please contact Discount Hardware Direct Customer Service at: www.discounthardware.com

- the Purchaser should provide the proof of purchase of the Goods to make a claim for warranty and then contact Discount Hardware Direct LLC customer service and/or follow the steps provided. Please note that there is no other way to claim the warranty except for submitting the form.

What should you do to keep the 2 (two) Years Limited Warranty in effect? This 2 (two) Years Limited Warranty is provided only if:

- The items are completely and correctly assembled. See instructions.
- The items are used under normal conditions for its intended purpose.

What is not covered by this Limited Warranty?

This Warranty does not apply to any non-Discount Hardware Direct branded products. Manufacturers, suppliers, or publishers, other than Discount Hardware Direct, may provide their own warranties to you – please contact them for further information.

The item is designed for interior residential use only (depending on the item). Parts used to wear out over the time: this Limited Warranty does not cover normal wear and tear, negligent maintenance, or any damage, failures, or loss that are caused by careless maintenance, improper assembly, carrier mishandling, adjustment, storage, or physical damage, as well as scratches and rust.

THE FOLLOWING COSTS AND EXPENSES ARE NOT COVERED BY THE PROVISIONS OF THIS LIMITED WARRANTY: (I) LABOR COSTS INCLUDING, BUT NOT LIMITED TO, THE COSTS FOR THE REMOVAL AND REINSTALLATION OF THE PRODUCT; (II) SHIPPING AND FREIGHT EXPENSES REQUIRED TO RETURN PRODUCT TO Discount Hardware Direct LLC.

THE PROVISIONS OF THIS WARRANTY DO NOT APPLY TO PRODUCTS: (I) USED IN COMMERCIAL APPLICATIONS; (II) USED IN COMMON AREA APPLICATIONS; (III) USED FOR PURPOSES FOR WHICH THEY ARE NOT DESIGNED OR INTENDED; (IV) WHICH HAVE BEEN SUBJECTED TO ALTERATION, ABUSE, MISUSE, NEGLIGENCE OR ACCIDENT; (V) WHICH HAVE BEEN IMPROPERLY STORED, INSTALLED, MAINTAINED OR OPERATED; (VI) WHICH HAVE BEEN USED IN VIOLATION OF WRITTEN INSTRUCTIONS PROVIDED BY Discount Hardware Direct LLC; (VII) WHICH HAVE BEEN SUBJECTED TO IMPROPER TEMPERATURE, HUMIDITY OR OTHER ENVIRONMENTAL CONDITIONS; OR (VIII) WHICH, BASED ON Discount Hardware Direct EXAMINATION, DO NOT DISCLOSE TO Discount Hardware Direct SATISFACTION NON-CONFORMANCE TO THE WARRANTY. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.