

# Adams Rite Limited Warranty

Products sold under the Adams Rite brand in the United States of America are warranted free from defects in workmanship and materials under normal use and service.

This warranty does not cover defects or damage arising from improper installation, lack of or improper maintenance, improper storage, shipping and handling, corrosion, erosion, ordinary wear and tear, misuse, abuse, accident, unauthorized service, or use with unauthorized non-Adams Rite products or parts.

This warranty is void if any modification is made to the product, regardless of whether the modification causes or contributes to the alleged defect. All modifications are made at the risk of the party making the modification.

Should any defect of manufacture (in material or workmanship) occur in its products, Adams Rite, upon prompt notification and proof to its satisfaction that the product was defective in manufacture for the use intended by Adams Rite, will at its option, exchange the product, repair the product, or refund the price charged by Adams Rite, FOB factory within the stated time frame listed below.

- All mechanical products for five (5) years from date of manufacture
- Ultraline 7400 Electric Strikes for five (5) years from date of manufacture
- All electrical products for three (3) years from date of manufacture, with the exception of the exit devices with the SE option
- Exit devices with the SE option for one (1) year from date of manufacture. Adams Rite recommends that for optimal performance all exit devices with the SE option are installed and powered using PS-SE power supplies. Installing SE exit devices with PS-SE power supplies extends the warranty to five (5) years from date of manufacture.

## General RMA Procedure

Product repair or replacement, or associated charges, will not be accepted under this warranty unless prior authorization from Adams Rite has been given. Upon receipt of products returned for repair or replacement, Adams Rite will determine whether products qualify for repair or replacement under this warranty. Adams Rite has no liability to pay any costs of repair performed by anyone other than qualified personnel authorized by Adams Rite prior to the work being done.

Written notice of a product or component part believed to be defective as covered by this warranty should be sent to Adams Rite, 10027 S. 51st Street, Suite 102, Phoenix, Arizona 85044 or CustomerCare@AssaAbloyEMS.com and should include your name and address, an identification of the product or component part and a brief description of the defect. Notice of a product or component part believed to be defective as covered by this warranty may also be accepted over the telephone by Adams Rite, 800.872.3267.

Upon receipt of such notice, if the customer has an account with Adams Rite or a valid credit card, an advance replacement product may be ordered whereby Adams Rite will ship a replacement product to the customer free of charge. If Adams Rite does not receive the original defective product from the customer within 60 days, Adams Rite will charge the customer's account or credit card for the price of the advanced replacement product plus freight costs. Upon inspection of the returned product by Adams Rite, a decision will be made whether or not to charge the customer for the advanced replacement Adams Rite product. This decision will be made solely by Adams Rite in accordance with the provisions of these Terms. Obsolete products will not be accepted for return.

Return Material Authorizations (RMAs) will be closed if the goods are not received within 60 days of issuance.

If Adams Rite receives original defective product from the customer within 60 days of RMA issuance, and if the customer is requesting credit for the defective material, the customer must reference the valid Adams Rite Purchase Order number upon which the product was originally ordered. If the original Purchase Order number is not available, at Adams Rite's option a credit may be issued at the customer's current cost. This decision will be made solely by Adams Rite in accordance with the provisions of these Terms.

Transportation charges and insurance on all returned materials must be prepaid by the purchaser when merchandise is ordered in error. On goods returned for customer convenience, when the purchaser returns materials in compliance with these Terms which are accepted by Adams Rite, the purchaser may be issued a credit for 65% of the purchase price, with 35% charged by Adams Rite for handling and reprocessing. All refunds will be in the form of a credit.

## Cancellation

As an industry leader, Adams Rite is committed to maintaining the highest standard of quality and ensuring strict compliance to industry codes. Adams Rite's proud history of customer service and manufacturing agility allow quick response times to customer's changing needs, which may include special orders or product modifications. Please be advised that all product modifications require special authorization to ensure the order fully meets customer's expectations. Customers are asked to allow for an extended lead time on all special orders. Please note that at Adams Rite's option, product modifications and other special orders cannot be changed, cancelled, or returned once a ship date has been provided on an order acknowledgement by Adams Rite.

Adams Rite prides itself on introducing new, industry-relevant, feature-rich products. Since new solutions will surpass the capabilities of older product lines, historical products may be subsequently discontinued. Every effort will be made to announce new product introductions as well as product discontinuations in a manner that allows customers advanced notice of these events. Once a product line is discontinued orders will be fulfilled in order of receipt, although Adams Rite cannot guarantee all orders can be filled. Repair services and spare parts for discontinued product lines will be available for some reasonable time period. Adams Rite reserves the right to replace discontinued product with an equivalent product as deemed by Adams Rite.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WARRANTY. ADAMS RITE IS A DIVISION OF HANCHETT ENTRY SYSTEMS, INC. HANCHETT ENTRY SYSTEMS, INC. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.