

**ALLOY PARTITIONING SYSTEMS**  
**WARRANTY**



## Product Warranty

### ALLOY Partitioning Systems & Hardware

BuilderSmart PCL warrants ALLOY® Partitioning Systems to be free from defects in material and workmanship from the date of initial delivery for five (5) years, when the products are installed and used in accordance with the company's published instructions. If a defect appears during the term of this warranty, BuilderSmart PCL will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund the purchase price. If replacement is elected, it is the responsibility of the buyer to install or refinish the replacement parts. This warranty extends to the buyer and/or its customers.

### Conditions and Exclusions

BuilderSmart PCL manufactures its partitioning systems and matching hardware to be durable and long lasting. There are certain conditions or applications, however, over which BuilderSmart has not control. Defects or problems as a result of such conditions or applications are not the responsibility of BuilderSmart. They include:

- Exterior applications with direct exposure to rain. ALLOY Partitioning Systems is not designed to be waterproof and therefore should not be used for exterior applications.
- Improper installation, problems with field finishing or maintenance.
- Corrosion, wear, or failure of standard hardware in seacoast applications.
- Normal wear and tear, or accident, abuse, neglect, repairs and/or alterations except by the Seller's employees or agents.
- Any misuse, modification or alterations without the prior authorization of the Seller's employees or agents.

Natural variations occurring in colored anodized finish is to be expected and shall not be considered to be a defect. No warranty is made with respect to non-standard materials selected by and used at the request of the customer.

BuilderSmart PCL's obligation and the purchaser's remedy pursuant to the foregoing warranty are limited as follows: repair and replacement, at the company's sole discretion, for product that prove to be defective within the remainder of the extended warranty period, after inspection of the product.

The following **ALLOY door hardware** components have been designed to integrate closely with ALLOY Partitioning Systems, and carries an extended warranty as follows:

Component	Limited Warranty
Lever Handle	5 years
Mortise Lock	5 years
Profile cylinders with thumb turn	5 years
Sliding door fittings	3 years
Door hinges	1 year
Door closers & Floor Springs	1 year
Glass door fittings	1 year

### **Warranty Claim Procedures**

Your local ALLOY Partitioning Systems distributors and dealers are equipped to handle all ALLOY Partitioning Systems warranty claims in a timely and efficient manner. Because they are located near you and are familiar with your purchase and/or project, they can best expedite a response to your claim.

If you have a warranty claim, call the dealer or distributor from whom the products were purchased.

If you do not know the name of the dealer or distributor, or if you feel that the timeliness of the response was not adequate, please email BuilderSmart's International Sales Department on [intlsales@buildersmart.com](mailto:intlsales@buildersmart.com) .

When contacting your distributor, dealer, or BuilderSmart PCL directly, having the following information available at the time of your contact would be helpful:

- Date product was purchased
- Dealer/distributor from whom the product was purchased.
- Description of the product
- Location of the project that the product was used.
- Specific definition of the problem or situation.
- Your name, address, contact number and email address.

EFFECTIVE: January 3, 2009