



## WARRANTY POLICY

Subject to the terms and conditions of this warranty\*, Alfred International inc. ("Alfred") extends a limited two-year warranty from the date of purchase to the original consumer user ("Original User") of our Alfred brand product ("Products") against defects in material and workmanship as long as the Original User occupies the residential premises upon which the Product was originally installed.

**What Alfred Will Do:** Upon proof of purchase being provided and return of the defective Product to Alfred, Alfred's sole obligation, at its option, is to either repair the Product, replace it with new or refurbished product, or refund the original purchase price in exchange for the Product.

**Original User:** This warranty only applies to the Original User of Products. This Warranty is not transferable.

**What is Not Covered:** The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Alfred; (iii) failures, defects, or damage including, but not limited to, any security failure or loss of data caused by the user, a third party, or any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

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 Alfred; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; (viii) which, based on Alfred's examination, do not disclose to Alfred's satisfaction non-conformance to the warranty.

**Additional terms:** Alfred does not authorize any person to create for it any obligation or liability in connection with the Products. Alfred's maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Alfred may be brought by the Original User more than one (1) year after the cause of action has arisen.

**How Local Law Applies:** This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

**Guaranteed Fit Program:** Alfred products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product's performance, the Original User may simply contact Alfred Customer Service at [support@alfredinc.com](mailto:support@alfredinc.com) in Canada or United States of America for assistance.

**Program & Warranty Claims:** If you encounter a non-standard residential door preparation or fit issue under the Guaranteed Fit Program, please contact Alfred Customer Service for a repair, replacement, or refund of the original purchase price in exchange for the Product.

**To make a warranty claim, contact Alfred Customer Service:**

U.S. and Canada

Alfred Customer Service [support@alfredinc.com](mailto:support@alfredinc.com)

Visit **Alfredinc.com** to learn more.

*\*The terms and conditions of this policy are subject to change without notice, from time to time with our sole discretion.*