

## **FIBERBLOXX 10-YEAR LIMITED WARRANTY**

Each Fiberbloxx wall product will be free from defects in materials or workmanship that substantially impair operation or performance in the building in which they are originally installed for a period of up to ten (10) years from the date of purchase. This limited warranty includes product repair and replacement at no charge and any skilled labor (provided or arranged by Fiberbloxx) necessary to repair or replace the Fiberbloxx wall.

### **Special Conditions:**

Replaced or repaired products are covered for the balance of the original warranty period only. Fiberbloxx reserves the right to refund the purchase price in lieu of repair or replacement as stated herein. Contractors must use standard reasonable care in backfilling walls and must adhere to standard residential backfill procedures or this limited warranty may become void.

### **How To Open a Warranty Claim:**

If you have a problem with your Fiberbloxx product, contact us directly by email at: [customerservice@serenityhealth.com](mailto:customerservice@serenityhealth.com). Warranty claims generally take 3-5 business days to process.

To respond, we need the following information:

- Proof of purchase with purchase date
- Photos of the defective merchandise
- The address where the product can be inspected.
- A description of the problem and the product

### **What We Will Do:**

Fiberbloxx will acknowledge receipt of your claim, investigate your claim and take appropriate action (generally within 30 days after notification). Because manufacturing materials, techniques, and model series can change, replacement part(s) may not be an aesthetic match to the original. If repair is not practicable and replacement is not reasonably available, then Fiberbloxx, in its sole discretion, may choose to refund the purchase price of the affected unit. In no event shall Fiberbloxx's liability hereunder exceed the purchase price of the affected products.

### **Additional Features:**

This limited warranty covers only defects in material or workmanship of Fiberbloxx products. Without limitation, Fiberbloxx is not liable for defects, conditions or damage related to:

- Failure due to misuse or abuse, and damage caused by failure to provide maintenance, by alteration or modification to the window-well. Alterations and/or modifications include, but are not limited to reinstallation, etc.;
- Any cause beyond Fiberbloxx's control, such as fire, flood, earthquake, other natural causes, or criminal acts;
- Installation that is not in conformance with Fiberbloxx's recommended installation procedures or good building practices and/or installation that is not in compliance with local building codes;
- An application or condition that exceeds product design standards and/or certified performance specifications;
- Normal wear and tear, natural weathering of surfaces and/or fastening hardware;

**Important Legal Information:**

THESE LIMITED WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES, WARRANTIES, GUARANTIES OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY WITH RESPECT TO FITNESS AND MERCHANTABILITY). FIBERBLOXX, INC. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE NATURE OF THE CLAIM OR WHETHER OR NOT OCCASIONED BY FIBERBLOXX'S NEGLIGENCE. IN NO EVENT SHALL THE LIABILITY OF FIBERBLOXX EXCEED THE PURCHASE PRICE OF THE AFFECTED PRODUCTS. Depending on the state in which you live, these limitations and exclusions may not apply to you. This warranty shall not be extended, altered or varied except by a written instrument signed by Fiberbloxx, Inc. This warranty is effective for all wall products manufactured on or after 4/1/19. This warranty, together with the Fiberbloxx product specification sheet and installation instructions for the specific product set out the entire liability of Fiberbloxx with regard to the product.