

# FAKRO - ATTIC STAIRS LIMITED WARRANTY

This LIMITED WARRANTY is provided by FAKRO, and extends to the retail purchaser and all transferees of the retail purchaser (hereinafter "end-user") of FAKRO Attic Ladders.

## For attic ladders, FAKRO offers the following warranty periods from the date of purchase:

**2 years**

for the following models:  
LWS-P, LWP, LWT, LMS (LWM), LWF, LST and LSF

**1 year**

for the following models:  
OLN, OLN-P, LWN and OWM

During the warranty period, FAKRO ensures that the product will be free from any defects in material and workmanship, as well as durability of wooden elements, and proper functioning of the opening and closing mechanisms.

## GENERAL CONDITIONS AND EXCLUSIONS

The Limited Warranty set forth in this document is the only express warranty, and this writing is the final, complete and exclusive expression of all express warranties applicable to FAKRO products. Any statement of the FAKRO's agent or any other person that purports to differ from, modify or expand this Limited Warranty shall have no effect. All warranty claims must be made during the applicable warranty period.

This warranty refers only to products which were purchased and installed in the territory served by the given Distributor, according to the sales contract signed between FAKRO and the Distributor.

FAKRO excludes and will not pay for incidental or consequential damages and its liability will in all instances be limited to repair or replacement of the defective product.

The warranty does not cover any labor costs associated with the installation of replacement products or components if FAKRO chooses not to repair the product. The provision of replacement products or components shall not extend the original warranty period. FAKRO reserves the right to provide a similar replacement product or component if the original version is no longer available at the time of the claim. No warranty will apply to any product that is not finished, installed, maintained and operated in accordance with FAKRO's instructions.

### What is Not Covered by this Limited Warranty

This warranty does not cover, and FAKRO will not provide repair, replacement or refund for any of the following:

- a) Product failure or damage due to improper installation.
- b) Adjustments or corrections due to improper installation.
- d) Units improperly assembled and/or improperly installed by others.
- e) Damage caused by the following:
  - improper installation, use or maintenance;
  - exposure to conditions beyond published performance specifications;
  - damage that occurs during delivery by others;
  - damage caused by accidents or Acts of God;
  - damage as a result of normal wear and tear.

### Additional Exclusions and Limitations:

The following items are also excluded from this warranty:

- a) Labor and other costs related to the removal and disposal of defective products.
- b) Labor and materials related to trim or other carpentry work that may be required.
- c) Products not manufactured by FAKRO.
- d) Service trips to provide instruction on product use.
- e) Shipping costs for replacement products.

## WARRANTY CLAIM PROCEDURE

In order to obtain the benefits of this warranty, you must give a notice of the defective product, within a reasonable time after you discover or should have reasonably discovered the defect, and in all cases within the warranty periods set forth above.

Your claim must be made to the FAKRO's appointed distributor in the given country.

Your claim must include the following information:

- a description of the product, such as size and type of the product (located on the FAKRO identification label, attached to the ladder frame);
- a description of the defect;
- your name and address (with zip/postal code) where the product is installed;
- phone number(s).

After submitting your claim, you agree to allow FAKRO or its authorized dealer in your country, reasonable access to the product for the purpose of inspection and evaluation of your claim. Within thirty (30) days following the date of the inspection, you will be advised if your claim is accepted or rejected under this Warranty. If the claim is accepted, a repair or replacement part will be provided under the terms of this Limited Warranty within sixty (60) days following acceptance of the claim.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY IN EACH COUNTRY.