

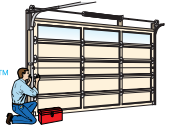


## Limited Warranty & Returns

Toll Free 1-844-448-9243



**DOOR  
SURGEON**



**Lock Surgeon or Door Surgeon, referred to as (LS & DS) throughout this Limited Warranty.**

The following limited warranty applies to all services performed and products installed or supplied by LS & DS. It does not cover products installed by anyone other than LS & DS. This limited warranty will be taken in tandem with the manufacturers warranty or limited warranty and subject to the manufacturers warranty terms and conditions. LS & DS are not liable for labour charges or damages attributed to work done by anyone other than LS & DS and will not cover those charges or damages under this warranty. No other warranty implied or expressed will be valid.

### **New door supplied or installations, new hardware and new electric operators supplied or installed.**

One year warranty on new products against manufacturers defects in materials.

One year warranty on labour, craftsmanship against installation defects if installed by LS & DS.

Other extended manufacturers warranties may be applied to your product for a longer duration.

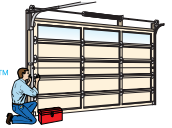
Labour will be charged on work performed to honour extended manufacturers warranties.

### **Terms and Conditions: Warranty and Return Policy**

1. Proof of supply and/or install/repair is required to confirm product and/or labour warranty under the manufacturer or LS & DS warranty.
2. Products and/or material and/or parts purchased/supplied are covered only by product/manufacturer warranty and exclude LS & DS labour warranty.
3. Under this warranty, the Seller's (LS & DS), obligation is specifically limited to repairing or replacing, at their discretion, any part that is determined by the Seller (LS & DS) to be defective within the applicable warranty period.
4. **Returns will not be accepted** by LS & DS unless submitted to and pre-approved by LS & DS in writing and at LS & DS sole discretion. To have authorization, LS & DS must be contacted to provide an authorization number. This RGA (Return Goods Authorization) number must appear clearly marked on the freight bill and on the outside of all boxes. Failure to comply may result in the refusal of the return and the consumer incurring additional freight charges. All returns are to be shipped freight prepaid by customer - all "collect" shipments will be refused.
5. A 20% restocking fee is applied to all returns. Items must be unused and undamaged and returned with original packaging all to be visually inspected and approved by LS & DS customer service before approval of return. No returns or cancellations will be accepted on items that have been custom or special ordered.
6. All services and products provided by LS & DS are warrantied against defects to the original consumer only as follows:
  - a) Complete door or complete door systems are warrantied for LS & DS installation labour for a period of one (1) year from installation date.
  - b) Service or repair labour by LS & DS is warrantied for defects for a period of thirty (30) days
  - c) Service and repair parts installed by LS & DS are warrantied by LS & DS against defects for thirty (30) days from purchase date, with proof of purchase. Any claims after the said time will not be honoured.
  - d) LS & DS must be notified if an order shows up with missing parts or hardware within five (5) business



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days.

- e) Warranties on products are void if those products have been used in areas or circumstances that go against Manufacturers or LS & DS's instructions or recommendations for said products.
- f) Warranty times are not extended by the Manufacturer and/or LS & DS for labour charges from replacement of incorrect or defective products, parts or accessories.

7. LS & DS reserve the right to investigate any claim to determine whether warranty applies, in whole or in part, without waiving the right to refuse warranty at a later date based on information discovered during the investigation.

#### **Warranty Exclusions:**

1. This warranty is non-transferable and does not cover:
  - Normal wear and tear
  - Modifications
  - Any damages from a result of improper use
  - Customer applied paint
  - Ice build-up
  - Corrosive airborne substances
  - Failure to perform routine maintenance or if damaged after installation
  - Or any similar issues as listed above
  - Warranty does not cover misaligned photo cell, sensor which may cause your door to become stuck open if altered from original installation position.
  - Warranty does not cover shifting of building, door or hardware.
2. For products intended for Commercial use, along with the items listed above the following also applies:
  - a. Any corrosive, toxic or abrasive environmental conditions including sand, salt water, salt spray, and toxic chemicals, sprays or fumes.
  - b. Pressure washing or sand blasting has been used or is present
  - c. Usage that exceeds LS & DS or manufacturers recommended specifications.
3. This warranty does not cover any damage as a result of an Act of God, damage that results from a deliberate act, or negligence on the part of the customer, building owner or any third party.

#### **4. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, BUYERS SOLE RECOURSE AGAINST LS & DS IS LIMITED TO THE EXPRESS WARRANTIES HEREIN, AND IN NO EVENT SHALL LS & DS BE RESPONSIBLE OR LIABLE TO BUYER, OR CLAIMS FROM ANY THIRD PARTY AGAINST THE BUYER FOR: SPECIAL, INDIRECT, COLLATERAL, PUNITIVE OR EXEMPLARY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF LS & DS HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES OCCURRING.