



BLADELOCK DOOR

BLADELOCK DOOR LIMITED PRODUCT WARRANTIES

BLADELOCK DOOR (“BLADELOCK DOOR”, “we”, or “our”) warrants to the owner of BLADELOCK DOOR AND/OR the BLADELOCK DOOR Electrical Hardware (“Customer”, “you”, or “your”) that any Door Product and/or Electrical Hardware provided by BLADELOCK DOOR to the Customer (the “Door”, “Door Product”, “Product”, or “Hardware”) will be free from defects in material and workmanship under ordinary consumer use from date of original purchase date as defined by the following Sections (the “Warranty Period”).

Subject to terms and conditions as below, SECTION A - doors manufactured by BLADELOCK DOOR are warranted by the manufacturer for THREE years from the date of shipment covering all doors made from April 2019 (UK only), AND, SECTION B – Electrical Hardware is warranted by the manufacturer for ONE year from the date of purchase covering all hardware installed from April 2019 (UK only). Warranties exclude third party components supplied by the client and fitted by BLADELOCK DOOR or fitted by the client or a third-party after a purchase.

SECTION A – 3 YEAR LIMITED DOOR WARRANTY

OUR DOOR WARRANTY COVERS:

- Delaminating
- Cracks in the wood - Minor hairline splits on our doors are extremely rare but are considered acceptable on most products manufactured using natural hardwood material and should form part of the maintenance programme. Hairline splits form part of British Standards for natural wood characteristics.
- Warping - A thermal deflection not exceeding 5mm on doors up to 2.4x1.2m shall not be considered a warping defect. BLADELOCK DOOR are designed to cope with this movement and this condition is generally not considered a warp. It is a minimal natural movement between seasonal temperature variations.
- Swelling



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THIS LIMITED DOOR WARRANTY DOES NOT COVER:

- Natural variations in the colour and texture of timber are not to be considered defects. Colour variation will differ with timber types.
- The possible seepage of wood - Tree sap flow is caused by the fluctuation of temperatures and is naturally present in wood. Although wood is carefully selected and treated, it can happen that the sap in the wood seeps out over time. This phenomenon is not predictable and is not harmful to wood. The flow will stop on its own once it has excreted its resin.
- Damage caused by exposure or conditions more demanding than the level of performance indicated on the product.
- Damage caused by water or air infiltration due to extreme weather conditions or due to condensation or freezing caused by excessive moisture or caused by excessive exposure to heat, explosion or fire.
- Any modification made by the owner or third-party installer which could alter the initial product (moldings, architrave, panic bars, etc.)
- Doors where third-party closers and associated hardware are fixed in a manner that causes undue stress on the door.
- Doors which have not been requested unfinished and not sealed and finishing onsite by a third party.
- Damage caused by failure to comply with our maintenance recommendations.
- Damage due to improper or incorrect installation.
- If a door has been altered or the structural strength has been impaired.
- Damage caused by others beyond BLADELOCK DOOR' control caused by but not limited to misuse, abuse, accident, mishandling, fire, flood, storm or other acts of nature.

GENERAL CONDITIONS

Doors must be inspected within 14 days of the date of delivery for visible defects and all claims based thereon must be filed immediately and before installation. Any visible defects reported after installation would be deemed as accepted regardless of the 14 days period.

Doors should not be hung in damp or newly plastered rooms or be suddenly exposed to any form of extreme or direct heat.



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This Limited Door Warranty does not guarantee safety for persons or property, nor make a premises impact proof; damage attributable to or caused by acts of God that include, but are not limited to stresses, high winds, floods, fire, vandalism, and other conditions. BLADELOCK DOOR agrees to repair or replace at its option, in the form as originally supplied, doors found to be defective within the meaning of this warranty.

DOOR WARRANTY HOLDER'S EXCLUSIVE REMEDY:

If any Defect is determined by Seller to exist in a Door Product, the Warranty Holder's sole and exclusive remedy and Seller's sole liability is to either (as Seller elects): a) repair the defective component thereof; b) provide replacement component(s) or a replacement Product; or c) refund the original purchase price of the Product. Repaired or replaced Product or components are warranted only on the same terms and for the remainder of the Warranty Period. Seller reserves the right to discontinue or change any Product. If the Product or component that is the subject of the warranty claim is not available, the Seller may select and provide a replacement Product or component of approximately equal quality and price.

LIMITATION OF LIABILITY:

In no event will Seller's liability for any claim related to or arising out of the design, use, operation or performance of the Product exceed the lesser of the purchase price paid for the Product or the defective component thereof, and in no event will it include damages for incidental, consequential, indirect, special, or punitive damages including, but not limited to, damage of any kind to a premises, loss of product uses, transportation and shipping, reinstallation, labour, removal, refinishing, temporary/permanent relocation of the residents or property, loss of profit/revenue, interest, lost goodwill, work stoppage, impairment of other goods or work, increased operating expenses, personal injury, death or emotional distress, or claims of third parties for such damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence or otherwise), even if advised of the possibility of such damages.

Claims must be initiated during the Door Warranty Period and reported in writing within 30 days of discovery. To initiate a claim, please submit in writing the name of



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the owner, date of product purchased, and a detailed explanation of the defect. Claims should be submitted by email to info@bladelockdoor.com or in writing to BLADELOCK DOOR, 2 Manor Farm Cottages, Manor Road, Scrooby Doncaster DN10 6AHUK. The claimant may be required to provide proof of premises ownership.

SECTION B - ELECTRICAL HARDWARE WARRANTY

ELECTRICAL HARDWARE LIMITED WARRANTY:

The Warranty is limited to the repair or replacement of defective Hardware as described in this Warranty and not to any services provided by BLADELOCK DOOR. The Hardware is not a certified door lock under standards such as ANSI or BHMA and this Warranty only covers Hardware that is correctly installed in a BLADELOCK Door in good condition that is properly aligned to the door frame, as described in instructions provided by BLADELOCK DOOR. You assume all risk associated with the suitability, installation and performance of any third-party components, hardware, software and services.

Warranty Transfer only applies to QUALIFIED BUILDER OR TRADE ACCOUNT CUSTOMERS who purchased the Door and Electrical Hardware from BLADELOCK DOOR or one of its authorized sellers and must be made WITHIN 1 YEAR FROM ORIGINAL PURCHASE DATE. Transfer must be registered by original purchaser in writing to BLADELOCK DOOR, 2 Manor Farm Cottages, Manor Road, Scrooby Doncaster DN10 6AH providing the name of the subsequent owner(s) within 30 days of subsequent owners' possession for warranty to be valid.

WARRANTY HOLDER'S EXCLUSIVE REMEDY:

Claims must be initiated during the Warranty Period and reported in writing within 30 days of discovery. To initiate a claim, please submit in writing the name of the owner, date of product purchased, and a detailed explanation of the defect. Claims should be submitted by email to info@bladelockdoor.com or in writing to BLADELOCK DOOR, 2 Manor Farm Cottages, Manor Road, Scrooby Doncaster DN10 6AHUK. Claimant may be required to provide proof of premises ownership.

If the Customer follows instructions received for returning the Hardware and BLADELOCK DOOR determines, in our sole discretion, that the alleged defect is covered by this Warranty, then we will in our sole discretion either: (1) repair the



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Hardware using either new or refurbished parts; (2) replace the Hardware with new or refurbished Hardware that is substantially similar to the Hardware to be replaced, or (3) refund to you all or part of the purchase price of the Hardware. This is your sole and exclusive remedy for breach of this Warranty. All replaced parts and Hardware for which a refund is given shall become our property.

The Customer agrees to reimburse BLADELOCK DOOR for costs related to inspection, testing, repair, shipping, and handling of returned Hardware that is determined by BLADELOCK DOOR, in its sole reasonable discretion, to not be covered by this Warranty.

Any Hardware that has either been repaired or replaced under this Warranty will be covered by the terms of this Warranty for a period of one (1) year from the date of shipment of the Hardware.

LIMITATION OF LIABILITY:

In no event will Seller's liability for any claim related to or arising out of the design, use, operation or performance of the Product exceed the lesser of the purchase price paid for the Product or the defective component thereof, and in no event will it include damages for incidental, consequential, indirect, special, or punitive damages including, but not limited to, (1) acts of God, forces beyond our reasonable control such as power outages, wars, riots, terrorism, labour disputes, earthquakes, alteration, accident, rain, flood, tornado, fire, or other events of "force majeure," theft, misuse, abuse, negligence, abnormal use, improper or unauthorized repairs, commercial use or modification of or to any part of the Hardware; (2) improper maintenance by Customer or any third party, including improper electrical conditions for charging the Hardware's battery; (3) improper use or installation of the Hardware in violation of written instructions provided by BLADELOCK DOOR (which may be provided at the time of purchase or on its website at <http://bladelockdoor.com>), use of the Hardware for purposes other than for which the Hardware was designed or intended, or use in improper temperature, humidity or other environmental conditions; (4) issues related to any third party product, service, or system; (5) normal wear and tear or aging; or (6) damage of any kind to a premises, loss of product uses, transportation and shipping, reinstallation, labour, removal, refinishing, temporary/permanent relocation of the residents or property, loss of profit/revenue, interest, lost goodwill, work stoppage, impairment of other goods or work, increased operating expenses, personal injury, death or emotional



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distress, or claims of third parties for such damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence or otherwise), even if advised of the possibility of such damages.

BLADELOCK DOOR reserves the right to change the method by which it may provide warranty service to you, and the Hardware's eligibility to receive a method of service.