

Accessories and Door Hardware Limited Lifetime Warranty

PEARL® provides a limited lifetime warranty on all PEARL® Accessories and Door Hardware, hereafter referred to as the “Product”, for as long as the original purchaser owns the home in which the Product was originally installed. This warranty exclusively covers manufacturing defects in material and workmanship of the Product during normal residential use. A Product subjected to commercial use may be covered by PEARL® Limited Commercial Warranty.

Limitations & Exclusions

Reduction of the finish, scratches, stains, or acid and alkaline etching due to regular use, cleaning practices, or atmospheric conditions are not manufacturing defects and are not covered by this warranty. Failure to comply with cleaning instructions will void this warranty. This warranty does not cover any incidental or consequential costs or damage from: installation, maintenance, repair, misuse, abuse, alterations, accidents, natural deposits, natural oxidation, erosion, or force majeure. The Product must be installed by a qualified professional in order for this warranty to apply. Exclusive warranty coverage starts from the invoice date of the Product. PEARL® reserves the right to discontinue or modify any product at any time. Proof of purchase will be required, and the retrieval of this information will be the Product owner's responsibility in order to be valid for warranty benefits. Labour, shipping and handling are not included under this warranty. PEARL® will not be liable for any incidental or consequential damages or losses regardless of the legal theory asserted and whether arising in contract or in tort. The customer agrees to indemnify and hold harmless PEARL® and their officers, agents, distributors and employees from any liability, loss, or damage the customer may suffer as a result of claims, demands, costs, or judgments arising out of the installation or use of the product.

Exclusive Remedy

In the event of any defect in the Product that breaches the foregoing warranties, PEARL®, at its option, will repair or replace the defective part of the Product. PEARL® is to be notified with a description of the problem to claim the defective product. In order to notify PEARL® and receive assistance or service under this warranty, the original purchaser may: (1) fill out our support form at support.lifewithpearl.com, or (2) email us at support@lifewithpearl.com, or (3) call 1-604-242-1601 for a customer service representative who can assist you, or (4) write the customer service department, care of PEARL® Inc., 115-1231 Burdette Street, Richmond BC, V6V 2Z2, and include a description of the problem, model number, copies of original purchasing information, your name, address, phone number and approximate date of purchase, or (5) notify the location or distributor from which the Product was purchased. You may be required to return the Product to PEARL® for inspection and proof of purchase and photos of the Product will be required.

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