

# Product Warranty

## **Amerock, LLC Limited Warranty**

Amerock, LLC ("Amerock") warrants that all Amerock® products will be free from defects in material and workmanship for as long as you, the original purchaser, own the product. This warranty is effective as of April 21, 2021 and supersedes all previous written Amerock warranties. If an Amerock product is found to have a defect in material or workmanship during the warranty term, Amerock will send to the original purchaser, without charge, a new replacement product of the same or comparable style and quality.

## **Warranty Limitations:**

Because Amerock cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Amerock products that were purchased from Amerock or an Amerock authorized seller, unless otherwise prohibited by law. Amerock reserves the right to reject warranty claims from purchasers for Amerock products purchased from unauthorized sellers, including unauthorized Internet sites.

There are no warranties beyond those stated herein. Any implied warranties that may be applicable to products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty does not include removal or installation of Amerock products, which are the responsibility of the original purchaser. The Amerock warranty does not cover product failure caused by normal wear and tear, product misuse or abuse, improper installation, improper cleaning, accident, natural disaster, corrosive air, outdoor use, or alteration of any kind.

All Amerock finishes are hand crafted and held within a tight range of color variation. Slight variations in finish are not considered defects in material or workmanship.

Under no circumstances shall Amerock be liable for any special, incidental, or consequential damages based upon breach of this warranty, breach of contract, or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**How to File a Warranty Claim:**

Purchasers who wish to make a claim under this warranty and receive a replacement product should:

Contact Amerock Customer Care by calling 1-800-435-6959 or emailing [Amerock.consumersupport@amerock.com](mailto:Amerock.consumersupport@amerock.com). Please have information available regarding where and when you purchased your product.

Amerock Customer Care will review your warranty claim and contact you in a timely manner.

In connection with processing your warranty claim, you will be required to provide Amerock a proof of purchase, and you may be asked to mail your product to Amerock. Please send your proof of purchase by email to [Amerock.consumersupport@amerock.com](mailto:Amerock.consumersupport@amerock.com) or by mail to the address below and your product (if requested) to the address listed below. Be sure to include your contact information - name, address, phone number, email address with your proof of purchase and any returned product. You are responsible for any costs incurred in connection with mailing these items to Amerock. Amerock is also not responsible for items lost in shipping. As such, we recommend using a carrier that provides tracking and delivery confirmation.

Send the package, prepaid, to:

Amerock Customer Service

10115 Kincey Avenue, Suite 210

Huntersville, NC 28078

This warranty gives you specific legal rights, and you may have other rights which vary from State to State.

