

TERMS & CONDITIONS - Complete Locks

Product Warranties: Commercial Applications

3 Year Limited Mechanical Warranty and 1-Year Limited Electromechanical Warranty

Schlage Lock Company, LLC (the "Company") extends a three year limited mechanical warranty and one year limited electromechanical warranty to the original user of the products manufactured by the Company (the "Products") against defects in material and workmanship from the date of purchase. Certain Products contain restrictions to this limited warranty, additional warranties, or different warranty periods. Please see below for specific Product warranty information.

What The Company Will Do: Upon return of the defective Product to the Company or its authorized distributor for inspection, free and clear of all liens and encumbrances and accompanied by the statement of defects of proof of purchase, the Company will replace the Product.

Original User: These warranties only apply to the Original User of Products. These warranties are not transferable.

What Is Not Covered: The following costs, expenses and damages are not covered by the provisions of these limited warranties: (i) labor costs including, but not limited to, such costs for the removal and reinstallation of Products; (ii) shipping and freight expenses required to return the Products to the Company; or (iii) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of these limited warranties do not apply to Products: (i) used for purposes for which they are not designed or intended; (ii) which have been subjected to alteration, misuse, abuse, negligence, or accident; (iii) which have been improperly stored, installed, maintained, repaired or operated; (iv) which have been used in violation of written instructions provided by Schlage; (v) which have been subjected to improper temperature, humidity, or other environmental conditions (i.e., corrosion); or (vi) which, based on the Company's examination, do not disclose to the Company's satisfaction non-conformance to the warranties. Additionally, the Company will not warrant ANSI A156.2 Grade 2 lever Product installed in educational facilities and student housing.

Additional Terms: The Company does not authorize any person to create for it any obligation or liability in connection with the Products. **The Company's maximum liability under these warranties is limited to the purchase price of the Product.** No action arising out of any claimed breach of these warranties by the Company may be brought by the Original User more than one (1) year after the cause of action has arisen.

How State Law Applies: These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

SPECIFIC PRODUCT WARRANTY RESTRICTIONS/ADDITIONAL WARRANTIES:

ND-Series Levers 10-Year Mechanical Warranty

The limited warranty is for a period of seven (7) years for products shipped prior to January 2012. 10-year for products shipped after January 2012.

Small Format Interchangeable Core (SFIC) Warranty

The limited warranty also applies to Schlage locks and housings when used with another manufacturer's cores, or to Schlage cores (i.e. SFIC) when used in another manufacturer's locks and housings. *The use of unauthorized cylinder cams or other components with the Products shall void these warranties.*

Everest 29, Everest 29 Primus, Everest 29 Primus XP, Everest, Everest Primus, and Everest Primus XP Limited Lifetime Key Breakage Warranty

A limited lifetime warranty is provided to the original user against breakage and is subject to the restrictions of these limited warranties.

Portable Security Limited Lifetime Warranty

A limited lifetime warranty is provided to the original user and is subject to the restrictions of these limited warranties.

Exclusions: Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and thus, finish discoloration is not applicable to the above warranty.

Product Warranties: Residential Applications

Lifetime Limited Mechanical & Finish Warranty and 1-Year Limited Electronics Warranty

Subject to the terms and conditions of this warranty, Schlage extends a lifetime limited mechanical and finish warranty and a one-year limited electronics warranty to the original consumer user ("Original User") of our Schlage brand product ("Product") against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed.

What Schlage will do: Upon return of the defective Product to Schlage, Schlage's sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product. Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What is not covered: The following costs, expenses and damages are not covered by the provisions of this limited Warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (in) shipping and freight expenses required to return Product to Schlage; and (iii) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage's examination, do not disclose to Schlage's satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Exclusions: Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and thus, finish discoloration is not applicable to the above warranty. **Additional terms:** Schlage does not authorize any person to create for it any obligation or liability in connection with the Product. Schlage's maximum liability here under is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

How local law applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Product Warranties and Distribution Policy - TERMS & CONDITIONS

Product Warranties: Residential Applications (Cont.)

Guaranteed Fit Program: Schlage products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product's performance, the Original User may simply contact Schlage Customer Service at 888-805-9837 in the U.S. and Canada or 800-506-7866 in Mexico for assistance.

Program and warranty claims: If you encounter a residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this warranty, please contact Schlage Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Schlage.

DEXTER[®] Lifetime Mechanical Warranty and 5-year Finish Warranty by **SCHLAGE**[®]

Subject to the terms and conditions of this warranty, Schlage Lock Company ("Schlage") extends a lifetime limited mechanical and 5-year finish warranty to the original consumer user ("Original User") of Dexter by Schlage products ("Product") against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed.

What Schlage will do: Upon return of the defective Product to Schlage, Schlage's sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product. Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What is not covered: The following costs, expenses and damages are not covered by the provisions of this limited Warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (in) shipping and freight expenses required to return Product to Schlage; and (iii) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage's examination, do not disclose to Schlage's satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Product Warranties, Additional Terms & Conditions: Commercial and Residential Applications

Additional Terms: The Company does not authorize any person to create for it any obligation or liability in connection with the Products. The Company's maximum liability under these warranties is limited to the purchase price of the Product. No action arising out of any claimed breach of these warranties by the Company may be brought by the Original User more than one (1) year after the cause of action has arisen.

How State Law Applies: These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Note: Should the Product be considered a consumer product as may be covered by the Magnusson Moss Federal Warranty Act, please be advised that: (1) Some states do not allow limitations or incidental consequential damages or how long an implied warranty lasts so that the above limitations may not fully apply; and (2) This warranty gives specific legal rights and a user may have other rights which may vary from state to state.

For warranty service and shipping instructions contact:

Schlage and Portable Security Commercial Customers

Schlage
Customer Care
3899 Hancock Expressway
Colorado Springs, CO 80911

(877) 671-7011
Fax (800) 452-0665

Schlage and Portable Security Residential and Retail Customers

Schlage
Customer Care
2119 East Kansas City Road
Olathe, KS 66061

(800) 847-1864 (option 1) Consumer
Fax (800) 366-5625

The Schlage Lock Company reserves the right to make changes in designs and specifications or to make additions or improvements on its products without notice and without incurring any obligation to incorporate them on products previously manufactured. The Schlage Lock Company is not responsible for any modification, addition or alteration to our products by others.

Distribution Function and Location Policy

The Schlage customer relationship includes the nonexclusive area of primary sales responsibility and the channel of distribution assigned by Schlage. It is vital to our success and for the effective management of the distribution of our products that the Schlage customer relationship, once it is satisfactorily established between us, should not be changed without our approval. Therefore, after selection by Schlage as a distributor of one or more of Schlage products, a customer should continue to perform that distribution function from the location of its business at the place or places utilized at the time of selection. A customer should not change its Schlage distribution function or establish a different or additional location without the prior written consent of Schlage.

Schlage reserves the right to discontinue, after appropriate notice, sale of its products to any customer which refuses to adhere to this policy. Schlage also reserves the right to change, in its sole discretion, the number and locations of the distributors authorized to distribute its products in any area. This determination will be based upon, among other considerations, the success or failure in developing the market for Schlage products.