



10 YEAR MECHANICAL GUARANTEE

Lockmaster Guarantee

In the unlikely event that a Yale multi-point door lock product should fail within a ten year period from purchase date, due to defective materials or workmanship, Yale Door and Window Solutions, at its sole discretion, either replace the failed product or refund the original purchase price of the product.

CONDITIONS

- A. **The customer must prove the date of purchase and installation of the product. The benefit of the guarantee cannot be assigned or transferred.**
- B. **This guarantee shall not apply, should the product have been incorrectly fitted, adjusted or operated, other than to the manufacturer's instructions.**
- C. **Yale will not guarantee the product should it be found to have failed due to abuse, vandalism, negligence or operating forces and stresses beyond recommended levels.**
- D. **Yale will not accept responsibility if the product has not been correctly maintained and lubricated at least twice a year.**
- E. **No claim can be considered until Yale has been provided with the opportunity to inspect the product on site.**
- F. **Yale reserves the right to recover any costs incurred from handling false claims.**
- G. **Yale will not accept responsibility for any claim where Yale has not been paid for their product or any other goods or services.**
- H. **This guarantee does not apply to decorative finishes or to surface corrosion which does not impair the normal functioning of the product.**