

# Jones Stephens Limited Product Warranty

Subject to the terms and conditions of this Limited Warranty (“Warranty”), Jones Stephens warrants that its products shall be free from defects in material and workmanship, under normal conditions of use when installed by a professional in proper applications for a period of ONE YEAR.

## Scope

The scope of this Warranty includes all Jones Stephens products, unless otherwise noted in product-specific warranties, for a period of ONE (1) YEAR from the date of installation in its original location.

## How to Obtain Warranty Service

In order to file a claim under the terms of this Warranty, claimant must send written notification to Jones Stephens that a product may be defective along with proof of purchase within 30 days of the suspected failure or defect and within the applicable warranty period via mail or as outlined at the link shown below:

U.S. Mail	Link to Claim Procedure
Jones Stephens Corp. Attn: Warranty Department 3249 Moody Parkway Moody, AL 35004  Phone: 800-355-6637	<a href="http://www.jonesstephens.com">www.jonesstephens.com</a>

All products alleged to be defective must be sent to Jones Stephens for inspection and testing for determination of the cause of the alleged failure or defect.

## Exclusive Remedies

If Jones Stephens determines that a product identified above has failed or is defective within the scope of this Warranty, Jones Stephens’s liability hereunder is limited, at the option of Jones Stephens, to issue a refund of the purchase price or to replace the defective product or component or part thereof which is proved to be other than as warranted.

## Conditions & Exclusions

In order for the Warranty to be in effect, the applicable Jones Stephens products must be:

- Installed in accordance with the installation instructions provided by Jones Stephens;
- Installed by a professional in accordance with applicable building, mechanical, plumbing or other applicable code requirements and standard industry practice; and
- Installed in an end-use environment intended for the Product;
- In its originally installed location; and

In addition to the conditions above, this Warranty does not apply when product failure or resulting damages are caused by:

- Faulty installation;
- Misuse, tampering, mishandling, neglect, or accidental damage;
- Components not manufactured or sold by Jones Stephens;
- Abnormal operating conditions; or
- Any other cause beyond the control of Jones Stephens.

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