

# JADE VALEN LLC

## Product Warranty Policy

For installed question or warranty concerns, please contact JADE VALEN LLC directly via email at **bob\_norris@outlook.com** for further information and proper documentation.

1. This product is warranted to the original purchaser to be free from defects in material or workmanship for a period of 3 months from the date of the original retail purchase.

2. This warranty does not cover defects or damage due to improper installation, alteration, accident or any other event beyond the control of the manufacturer. Defects or damage resulting from misuse, abuse or negligence will void this warranty. This warranty does not cover scratching or damage that may result from normal usage.

3. This product is not intended for institutional or commercial use; We does not assume any liability for such use. Institutional or commercial use will void this warranty.

4. This warranty is nontransferable and is expressly limited to the repair or replacement of the defective product. During the warranty period, we shall repair or replace defective parts at no cost to the purchaser. Shipping charges and insurance are not covered and are the responsibility of the purchaser. Labor charges and related expenses for removal, installation or replacement of the product or components are not covered under this warranty.

5. We reserves the right to make substitutions to warranty claims if parts or unavailable or obsolete. We shall not be liable for loss of use of the product or other consequential or incidental costs, expenses or damages incurred by the consumer of any other use. The user assumes all risk of injury resulting from the use of this product.

6. This warranty is expressly in lieu of all other warranties, expressed or implied, including warranties of we nor any of its representatives assumes any other liability in connection with this product.

7. All warranty claims must be made through the retailer where the product was originally purchased. A purchase receipt or other proof of date of purchase will be required to process all warranty claims. The model number and part numbers found within the assembly instructions will be required when submitting any parts requests or warranty claims.