



SMI Ventilation Products (SMI Vents) warrants to the original owner at the time of installation of a residence on which any of the products have been installed and to a party to whom the original owner transfers this warranty as permitted by this document (a “permitted transferee”) that such products will be free from manufacturing defects which result in cracking, splitting, and fading when subject to normal use during the lifetime of such original owner.

This warranty is subject to the following limitations:

1. The warranted product must have been installed in accordance with the manufacturer’s installation instructions. Products not installed in this manner will not be warranted.
2. SMI VENTS shall solely determine whether the product was installed according to its installation instructions.
3. The homeowner and any permitted transferee shall have the burden of establishing to SMI Vent’s reasonable satisfaction the date of purchase of the warranted product and the amount paid for such product. The original homeowner shall also have the burden of proving his/her/their ownership of the residence on such date.
4. In the case of a claim of excessive fading, SMI VENTS will not be held responsible for fading, peeling, cracking or any other deterioration of finishes applied by any third parties.
5. In the event of a claim during the warranty period, SMI VENTS at its sole option will replace the warranted product(s) without charge to the homeowner.
6. This warranty excludes reasonable travel expenses and labour charges incurred by SMI VENTS and/or its contractors in removing and/or replacing a warranted product.
7. This warranty will not cover claims for the following (a) damage to or failure of a warranted product resulting from acts of the homeowner or the installer, (b) damage to or failure of the product resulting from unreasonable use or the failure to reasonably maintain the product after the date of purchase.

Customer Responsibilities

The warranty claimant must notify SMI VENTS within 30 days of discovering the basis for a claim under this warranty in writing and provide proof of the date of purchase, as well as proof of property ownership and/or an allowed transfer of ownership.

All notifications should be sent to:

SMI Ventilation Products

2711 St. Etienne Blvd.
Windsor, ON.
N8W 5B1

or email to: order@smivents.com

The owner may be required to submit a sample/photo of any defective material to SMI VENTS for analysis. SMI VENTS will then investigate the claim and examine the material claimed to be defective. If a defect covered by this warranty is confirmed, SMI Vents, within a reasonable amount of time after the inspection, will satisfy its obligations under this warranty.