



February 22 2018

PRODOMO
DOORS | WINDOWS | CURTAINS WALLS

PRODOMO INC. PRODUCT CERTIFICATE OF LIMITED

OUR PRODOMO INC. WARRANTY: A DIFFERENT VISION

We use only the best products and cutting-edge technology which enable us to provide excellent customer care. Our confidence in our products therefore enables us to provide the following warranty.

Full One-Year Warranty on Parts and Labor

Assuming all other current warranty conditions are met, All PRODOMO Inc. products delivered within one (1) year from purchase will be replaced or repaired if they are deemed defective.

Three (3) Year Limited Warranty on Wood Products

Wood products made by PRODOMO Inc. are guaranteed against all manufacturer defects under normal use conditions for a period of three (3) years from the date of delivery. Labor is guaranteed for one (1) year from the date of delivery. The warranty only applies to the original purchaser and is subject to the other conditions and restrictions in this certificate.

Ten (10) Year Limited Warranty on Sealed Units

PRODOMO Inc. guarantees original purchasers from the date of delivery, that all sealed units under normal use conditions will be free of condensation and visible interior obstructions caused by a defect to joint airtightness. Damage due to broken glass is not covered by the warranty. Labor is guaranteed one (1) year from the date of delivery. The sealed unit replacement warranty is subject to the supplier's warranty.

Limited Hardware Warranty

PRODOMO Inc. guarantees original purchasers from the date of delivery, that hardware will be guaranteed for ten (10) years, against all manufacturer defects that can prevent their proper functioning under normal use conditions. Labor is guaranteed one (1) year from the date of delivery.

If a product is discontinued, replacement parts shall be of equal or greater quality. At the conclusion of the renovation or construction work, hardware must be cleaned and adequately lubricated. The selected hardware for projects must be modified depending on season and interior building pressure.

Solid Stain Limited Warranty

PRODOMO Inc. guarantees the AVANTAGE PLUS solid stain only, for all original purchasers, for a period of three (3) years from the date of delivery, against stain peeling and excessive discoloration. Labor is guaranteed one (1) year from the date of delivery. PRODOMO Inc. guarantees the regular opaque or semi-transparent stain for a period of one (1) year, for original purchasers only, against stain peeling and excessive discoloration. Labor is guaranteed one (1) year from the date of delivery. All products delivered unpainted must be stored free of humidity and extreme temperature. They must be painted no later than ten (10) days following delivery; failure to comply will render the warranty null and void.





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Limitations

The client bears the responsibility of properly maintaining the products once they have been delivered and of seeing to their proper installation. PRODOMO Inc. shall bear no liability for issues of carelessness by the original owner.

The client must ensure that our products are protected during the execution of the work and that they are free of masonry, clinker or other chemical products.

Sealant joints between the glass and the wooden frame must not be altered by the cleaning and painting processes. The client also bears the responsibility of cleaning the doors and windows exclusively with mild soap.

Damage resulting from exposure to acid rain, salt spray or pollutants that can settle onto the finish is not covered by the warranty.

Door and window shutters over eight (8) feet high equipped with a multipoint locking system are not covered by this warranty.

Our products are designed for residential, commercial or institutional use depending on the design requirements.

Due to the nature of mahogany, there may be some natural variation in the colour and texture of our mahogany products.

Limited Warranty Claims Conditions and Procedures

Claims must be made no later than thirty (30) days following the day of the appearance of a defect. The request must be sent by email and must contain appropriate images. The invoice number must also be indicated. Upon reception of these documents, PRODOMO Inc. will contact you.

If applicable, PRODOMO Inc. will inform the owner of applicable fees to be assumed by the latter. Notwithstanding fees covered by the warranty and as specified above, repair fees must be paid in full before services or replacements are carried out.

Laws, Jurisdictions and Language in Effect

All purchase orders submitted to PRODOMO Inc. constitute a contract based on the laws of Quebec and Canada. Interpretation and application of this warranty falls under the sole responsibility of Montreal district judiciary bodies. PRODOMO Inc is bound by the present limited warranty and by no other warranty or warranty claim.

In the event of disparity between the French language and the English language of this warranty, the French language shall prevail.

Maintenance service for our products is available at PRODOMO PLUS Inc; contact: prododomoplus@gmail.com

