



## **LIMITED LIFETIME WARRANTY FOR RESIDENTIAL AND COMMERCIAL PRODUCTS**

FORTIS provides the following warranties for its products to the original purchaser in a residential or commercial application.

### **MECHANICAL WARRANTY:**

FORTIS provides a Limited Lifetime Warranty to all mechanical parts to be free from all manufacturing defects in materials and workmanship under normal use for as long as the original purchaser owns their home.

### **FINISH WARRANTY:**

FORTIS provides a Limited Lifetime Warranty on all FORTIS products to the original purchaser against manufacturing defects in materials and workmanship.

If the FORTIS product is installed in a commercial application, the above mechanical warranty shall be limited for a period of (10) years and the above finish warranty shall be limited for a period of (5) years from the date of the purchase of the product. Repair or replacement parts are warranted only for the period remaining under the initial warranty. The same exclusions apply as above residential application policy.

### **EXCLUSIONS: This warranty does NOT cover and FORTIS will NOT pay for:**

1. Conditions, malfunctions or damage not resulting from defects in material or workmanship
2. Conditions, malfunctions or damage resulting from any of the following:
  - a. Normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration
  - b. The use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions
  - c. Conditions in the home such as excessive water pressure or corrosion
3. Labor and other expenses related to disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs) or for installation or reinstallation of the product
4. Accessories, connected to materials and products, or related products not manufactured by FORTIS.
5. Any FORTIS product sold for display purposes.

In the event of any defect in the product breaches the foregoing warranties, FORTIS, at its option, will replace any part or finish that proves to be defective in material and/or workmanship, under normal installation, use and service. Repair or replacement of the product is the exclusive remedy.

For any remedy under this warranty, FORTIS, is to be notified describing the problem. In order to notify FORTIS and receive assistance or service under this warranty, the original purchaser may:

**1. Contact by Phone:** For a customer service representative, call 1-877-55-FORTIS

**2. Contact by Mail:** Write customer service department to the below address

FORTIS, Inc.

Attn: Technical Service 1571 North Main Road

Newfield, NJ 08344

**3. Contact your Distributor:** Notify the location or distributor from which the product was purchased.



Upon contacting FORTIS, you will need to provide:

- a. FORTIS product model number
- b. A description of the problem
- c. Your contact information (Name, Address, Phone Number)
- d. Approximate Date of Purchase

In addition to the information above, to obtain a warranty repair or replacement, you will need to provide:

1. The faulty part or product (carefully packed)
2. Proof-of-purchase (original sales receipt) from the original consumer purchaser

**Please allow 7 to 14 business days warranty processing.**

## **RETURN POLICY**

FORTIS is dedicated to customer satisfaction. If for any reason a product must be returned to us, please follow our Return Policy. Product should not be returned without prior written authorization by FORTIS. Any product returned and received by FORTIS without prior authorization will not be accepted, and the items will be returned to you at your expense.

- To return any FORTIS product you must first obtain a Return Goods Authorization (RGA) number from either the customer service department or your local sales representative.
- You may call (877-55-FORTIS) or fax (877-900-3678) your request to FORTIS. Invoice or purchase order number, along with a list of items and reason for return must be included. An RGA number and items approved for return will be faxed or emailed to you.
- Return Goods Authorization will expire after 60 days from date of issue. All items returned will incur a 25% restocking fee (\$20 minimum)
- All items must be returned in the original product box. All damaged or otherwise unusable boxes will incur a \$10 per item box charge. The RGA number must be clearly written on the outside of the shipping container and referenced on the ship label(s).
- FORTIS will not accept returns on discontinued product not listed on the current price list

**The return shipment should be sent freight prepaid to:**

FORTIS  
Attn: RGA Department  
1571 North Main Road  
Newfield, NJ 08344

### **NOTE:**

Receipt of returned product does not guarantee credit. The value of the returned goods will be determined following inspection of the items received. Credit will only be issued for those items that meet FORTIS's Return Goods Policy conditions.