



Each W&F Handset product with TriLast® finish (a “Product”) sold by Endura Products, Inc. (“Endura”) is warranted against tarnishing and flaking for the life of the Product as long as the Product is used in the location in which it was originally installed. Proof of original purchase is required to make a claim under this Limited Warranty.

This Limited Warranty excludes normal wear and tear, damage caused by scratches or abrasions and Product (1) that has been altered, refinished, improperly installed, abused, vandalized, and/or misused; (2) used in commercial applications; (3) that has been damaged by acts of nature or by fire; (4) that has not been properly maintained in accordance with Endura’s written specifications; or (5) that has been exposed to solvents, chemicals, or other harsh environments or foreign substances including any airborne foreign substances. This Limited Warranty is expressly limited to those persons or entities that purchase the Product directly from Endura Products, Inc. for their own use or for resale in their ordinary course of business.

If any Product is found to be defective by Endura in its reasonable judgment, Endura will, at its option, either repair or replace the defective hardware. If a Product, which is the same as the Product or any part covered by this Warranty has been discontinued at the time of repair or replacement or if Endura determines, in its sole discretion, that such repair or replacement is inappropriate, Endura reserves the right to refund the original purchase price of the product. This Limited Warranty does not cover any labor or other costs related to installation, repair or replacement of a Product or for loss of, or damage to, any material which is not sold by Endura.

For warranty service and shipping instructions contact Customer Service by phone at (800) 334-2006, by email [warrantyclaims@enduraproducts.com](mailto:warrantyclaims@enduraproducts.com), or through our website at <http://enduraproducts.com/warrantyclaims>. All warranty claims must be submitted in writing to Endura Products for approval. The following information must be submitted with the warranty claim: name and address of claimant, product number, proof of purchase and description/photos of the problem or defect.

Endura will advise the purchaser of its position with respect to the warranty claim. In the event a Product or part is to be returned to Endura under this limited warranty, the Product or part returned must be suitably packed. Upon receipt of the Product or part and determination by Endura that this Limited Warranty applies, Endura will perform the warranty repair, or replace the part, or refund the purchase price for the part, as required in accordance with this Limited Warranty. Any part that is repaired or replaced will be returned to the initial purchaser freight collect. All parts replaced or for which the purchase price has been refunded become the property of Endura.

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