



PRODUCT

# Warranty POLICY

## SECURITY MIRROR INDUSTRIES LIMITED

This warranty is valid only for the original purchaser and is non-transferable. All warranty claims are subject to final evaluation and approval by Security Mirror Industries Limited (the "Company").

## WARRANTY PERIODS BY PRODUCT TYPE

To qualify for the warranty periods below, all products must be installed, fabricated, and maintained according to industry standards and recommended guidelines.

| Product Category                    | Warranty Period                             | Scope of Coverage                                                                                                             |
|-------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Unframed Mirror Products            | <b>10 years</b><br>from date of manufacture | Covered against silver spoilage only.<br><i>(Does not apply to stainless steel, acrylic/plexiglass, or tempered mirrors).</i> |
| Framed Mirror Products              | <b>5 years</b><br>from date of manufacture  | Covered for defects in framing and components.                                                                                |
| Stainless Steel Fabricated Products | <b>5 years</b><br>from date of manufacture  | Covered against defects in materials, workmanship, and structural integrity under normal use.                                 |
| Acrylic Dome / Convex Mirrors       | <b>2 years</b><br>from date of purchase     | Covered against defects in materials and workmanship under normal use.                                                        |
| Tempered Products                   | <b>1 year</b><br>from date of manufacture   | Covered against silver spoilage only.<br><i>(See note below regarding inherent flaws).</i>                                    |

**Note on Tempered Products:** Due to the nature of the glass tempering process, minor scratches, bowing, warping, and/or roller distortion may occur and are considered normal. Because the silvering process enhances the visibility of these inherent traits, coverage is strictly limited to one year for silver spoilage.

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## WARRANTY EXCLUSIONS

Any non-standard application, installation, or maintenance will immediately void this warranty unless previously approved in writing by the Company.

This warranty **does not cover** damage, defects, or failure resulting from:

- **Improper Care:** Exposure to ammonia-based cleaners, bleach, harsh chemicals, abrasive scrubbing pads, or unapproved mirror/construction adhesives.
- **Environmental Factors:** Areas of prolonged high humidity, extreme weather, exposure to corrosive environments (e.g., high-chlorine or high-salt environments), or conditions beyond normal intended use.
- **Installation & Handling:** Improper installation, mounting, subfloor/wall irregularities, or unauthorized repair/modification.
- **Mishandling:** Misuse, abuse, negligence, heavy impact (beyond regular traffic wear for guards), accidents, or vandalism.
- **Normal Wear:** Standard wear and tear, superficial surface scratches, scuffs, or gradual finish dulling from everyday use.

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## REMEDIES & CLAIMS PROCESS

If a product is found to be defective within its designated warranty period due to a manufacturing or material fault, the Company will, at its sole discretion, **repair or replace** the defective product.

- **Inspection Right:** The Company reserves the right to physically inspect the product and application site before approving any warranty claim.

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## LIMITATION OF LIABILITY

- **Maximum Liability:** Under no circumstances shall the Company's liability exceed the original purchase price of the product under claim.
- **Damages Exclusion:** The Company shall not be liable for any indirect, incidental, special, or consequential damages. This includes, but is not limited to, loss of business, loss of profit, labor costs for product removal or reinstallation, or operational downtime arising from the use of or inability to use the product.
- **Shipping Damage:** This warranty does not cover damage, breakage, or loss occurring during shipping or transportation. Claims relating to shipping damage must be handled in accordance with the Company's shipping and delivery policies and are not covered under this warranty.

