



National Hardware products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of National Hardware you have selected the best quality product, backed by the best customer service available.

Mechanical Limited Warranty

Except as otherwise provided below, ASSA ABLOY, for its National Hardware® brand of products (“National”), warrants to the original residential purchaser (the “Purchaser”) that each National product (the “Product(s)” or “National Product(s)”) will be free from mechanical defects under normal use from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Mechanical Limited Warranty applies only to Products that were purchased from National or a National authorized seller, unless otherwise prohibited by law. National Hardware Products are legitimately sold only by authorized sellers who are required to follow National’s policies, procedures, and quality control standards. National reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Finish Limited Warranty

The finish on National Hardware Products is protected by a durable topcoat designed to maintain the beauty and quality of the National Product. National warrants to the Purchaser that the finish of the Product shall be free of defects in material and workmanship from tarnishing, flaking, and discoloring from the date of purchase for as long as said Purchaser occupies the residential premises upon which the Product was originally installed (“Warranty Period”). This Finish Limited Warranty applies only to Products that were purchased from National or a National authorized seller, unless otherwise prohibited by law. National Hardware Products are legitimately sold only by authorized sellers who are required to follow National’s policies, procedures, and quality control standards. National Hardware reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Exclusions for Warranty

Conditions that are not covered by these warranties include:

1. Any National Hardware Product which has been damaged as a result of installation contrary to any of National's written installation instructions is not covered by these warranties.
2. Any National Hardware Product which has been modified by any non-National component is not covered by these warranties.
3. Any National Product having a defect caused by neglect, misuse, abuse or unreasonable or extraordinary use or maintenance, including use in a commercial application, is not covered by these warranties.
4. Any National Product having a defect due to use of paints, solvents, or other chemicals is not covered by these warranties.
5. Any National Product that was purchased from an unauthorized seller is not covered by these warranties.

These warranties are not transferable. Therefore, no transferee is covered by these warranties.

Warranty Claims

If you wish to make a warranty claim based upon a Product defect, please call us at 1-800-346-9445 or contact us at nationalhardware.questions@assaabloy.com

Please note that you will be required to provide a description of any claimed defect(s) and a dated receipt or other proof of purchase from National Hardware or the National Hardware authorized seller, to verify warranty eligibility.

Certain claimed defect(s) covered by these warranties may be resolved by National Hardware providing you with troubleshooting steps.

Other claimed defect(s) covered by these warranties may require Product replacement. Products may not be returned to National Hardware without prior authorization from National Hardware. If authorized by National, you will need to mail your Product to:

ASSA ABLOY Americas Residential
ATTN: National Hardware Consumer Services

19701 Da Vinci
Lake Forest, CA 92610

A prepaid shipping label will be provided to you.

Remedies

For certain claimed defect(s) covered by these warranties, as determined by National Hardware, National will provide you with troubleshooting steps.

For other claimed defect(s) covered by these warranties, as determined by National Hardware, National will replace the defective Product or part.

If a National Product, which is the same as the National Product or any part covered by these warranties, has been discontinued at the time of replacement or if National determines, in its sole discretion, that such replacement is inappropriate, National reserves the right to substitute an alternative product. National Hardware also reserves the right to accept or reject an alternative product proposed as a replacement, when the value is higher than that of the Product originally purchased by the Purchaser. Except as expressly provided in these warranties to the contrary, NATIONAL HARDWARE SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR OR OTHER COSTS RELATED TO INSTALLATION, REPAIR OR REPLACEMENT OF A NATIONAL PRODUCT, OR FOR LOSS OF, OR DAMAGE TO ANY MATERIAL WHICH IS NOT SOLD BY NATIONAL HARDWARE.

Limitation of Liabilities

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL KWIKSET BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

