

NERVAL CORPORATION warrants to the original purchaser that all Custom Closet products will be free from any defects in materials for the periods stated below, subject to the terms & conditions stated below AND NERVAL's general terms & conditions (<https://nervalcorp.com/nervals-terms-and-conditions/>). This warranty does not apply to defects resulting from negligent misuse, accidents, or freight handling, or in the case of failure to meet Nerval's care & maintenance instructions, available on our website (www.nervalcorp.com). **NERVAL CORPORATION** retains the option to repair, replace, or issue an in-house credit for any defective item.

Limited Five (5) Year Warranty for the hinges, slides, pull handles, and construction of the closet.

Limited One (1) Year Warranty for the installation of the closet if installed by a Nerval representative.

This warranty does not cover products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or cold or uneven exposure to temperatures or weather conditions, physical or chemical abuse, and damage from ordinary wear and tear or improper care and maintenance. Improper care of Custom Closets may result in scratches, chips, peeling, lifting, fading, etc. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions or damage from the dropping or striking of heavy objects on the product.

Installation One (1) Year Limited Warranty

If product is installed by **NERVAL CORPORATION**, all decisions about defects in the installation shall be made by **NERVAL CORPORATION** and communicated to you in a timely manner. Whether **NERVAL CORPORATION** performs repair or replacement of your installation is up to the sole discretion of **NERVAL CORPORATION**. **NERVAL CORPORATION** is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural/engineering/design characteristics, structural movement or settling or accidents.

Warranty Service

The warranty extends to the original purchaser only and all claims for service must be accompanied by proof of purchase. Every warranty issue must include:

- Proof of Purchase
- A brief written report outlining the defect, with images

NERVAL CORPORATION is not responsible for transportation costs or damages incurred during transport.

Returns and Cancellations

NERVAL CORPORATION will not accept returns for custom closet products or cancellations of custom closet product orders. Custom closet products are custom ordered to client requirements and therefore cannot be returned or cancelled.

Liability

Liability is limited to the actual value of the goods. **NERVAL CORPORATION** will not be held responsible for any damages in excess of the selling price of the goods.

05/28/2020