

## **APEX Snow Guards Limited Product Warranty**

### **1. Scope of Warranty**

Qualité Extérieure warrants that Apex snow guards will be free from defects in material for a period of ninety (90) days from the date of purchase. Additionally, the paint finish on Apex snow guards is warranted against chalking, cracking, and peeling (but not fading) for a period of two (2) years from the date of purchase, provided the product is installed and maintained in accordance with Qualité Extérieure's installation and maintenance guidelines.

### **2. Material Defect Claims**

Claims for material defects must be reported to Qualité Extérieure within ninety (90) days from the date of purchase and prior to installation. Qualité Extérieure will not accept claims for material defects on Apex snow guards that have been installed. Any defects must be identified and reported before installation.

### **3. Paint Finish Warranty**

The two-year warranty on the paint finish applies to both uninstalled and installed Apex snow guards, provided the product has been installed and maintained in accordance with Qualité Extérieure's installation and maintenance guidelines. This warranty covers chalking, cracking, and peeling but does not cover fading of the paint finish.

### **4. Remedies**

If a valid warranty claim is made under this warranty, Qualité Extérieure will, at its sole discretion, replace the defective product. This warranty covers only the cost of the replacement product and does not include labor costs associated with removal, installation, or any other related expenses.

### **5. Exclusions**

This warranty does not cover:

- Damage caused by improper installation, misuse, neglect, or failure to follow Qualité Extérieure's installation and maintenance instructions.
- Fading of the paint finish.
- Damage due to accidents, abuse, vandalism, natural disasters, or other external forces.
- Products that have been modified, altered, or repaired without authorization from Qualité Extérieure.
- Material defect claims for installed products.
- Labor costs for removal, installation, or any related expenses.
- Normal wear or cosmetic issues that do not affect the product's functionality.

## **6. Claim Process**

To make a warranty claim, contact Qualité Extérieure within the applicable warranty period (90 days for material defects, 2 years for paint finish issues) at: [info@gexproducts.ca](mailto:info@gexproducts.ca)

You must provide:

- Proof of purchase (e.g., receipt or invoice).
- A detailed description of the issue, including photographs or other evidence of the defect.

Qualité Extérieure reserves the right to inspect the product, either physically or through provided documentation, before approving a claim. All claims must be submitted in writing.

## **7. Limitation of Liability**

This warranty is limited to the remedies described above. Qualité Extérieure shall not be liable for any consequential, incidental, or indirect damages, including but not limited to loss of use, loss of profits, labor costs, or damage to other property. This warranty is the sole and exclusive warranty provided for Apex snow guards, and no other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, shall apply.

## **8. Contact Information**

For warranty inquiries, please contact:

*Qualité Extérieure inc.*

20625, 4<sup>th</sup> avenue, St-Georges, QC, G5Y 5B8, Canada

[info@gexproducts.ca](mailto:info@gexproducts.ca)

Telephone : (418) 228-6226