

10-YEAR LIMITED SHOWER DOOR & ENCLOSURES WARRANTY



Rex Glass & Mirror Co., Inc. ("Rex"), warrants all shower door and enclosure components to be free from defects in workmanship and materials for a period of 10 years from the date of completed installation.

Limited Warranty

In the event of a defect, malfunction, or other failure of the product for which this warranty applies, Rex will repair or replace the defective, failed, or malfunctioning product without charge to the consumer. This warranty is limited to the availability of materials or the availability of a complementary part, at the time the defect, malfunction or failure is discovered. The cost of labor for travel, diagnostics and service of a warrantable defect, malfunction or failure will be covered by Rex at no cost to the homeowner.

This warranty is transferable to all successive homeowners during the warranty period, provided that Rex has a record of the installation at the property address. No registration is required for this warranty to be applicable. Rex reserves the right to change the terms of this warranty without notice.

This warranty is contingent on the conditions detailed herein. The warranty applies to glass shower doors and enclosures only if:

- the shower door or enclosure or component has been installed by Rex within the context of a contracted installation;
- Rex has record of the contract and the installation work;
- the homeowner or a representative of the homeowner provides video and/or photographs of the defective, malfunctioning or other failure of the shower door or enclosure upon Rex's request;
- the shower door has not been subjected to mechanical maintenance, removal, re-installation, service, or alteration by any party other than Rex;
- claims of defect, malfunction or other failure are made within the limited warranty period;
- the issue is not explicitly excluded in "Limited Warranty Exclusions".

Parts & Labor

Relying on its expertise, Rex will assess and determine whether a part is defective for the purpose of this warranty. Rex will undertake reasonable efforts to obtain replacement parts required to repair or replace any defective part under the terms of the limited warranty. Rex has fulfilled and discharged its obligation under this limited warranty if a necessary part or a complementary replacement is no longer available. Parts repaired or replaced under the terms of this limited warranty will be warranted only for the remainder of the original limited warranty period.

Cost of labor related to travel, diagnostic inspection, or service under the terms of this limited warranty will be covered by Rex at no cost to the homeowner, provided that the above general warranty terms are met.

Limited Warranty Exclusions

This limited warranty does not cover:

- damage, malfunction, or failure resulting from abuse or improper use;
- damage, malfunction, or failure resulting from the use of non-recommended cleaning agents or methods including improper use of Rex CSS products. Recommended cleaning products and care instructions can be found at rexglass.com/care.
- replacement of removable parts subject to normal wear and tear and designed to be periodically replaced by the homeowner including any polycarbonate sweeps and strikes;
- water leakage caused by any factor beyond Rex's control including but not limited to a) the construction of the surrounding enclosure, b) the location of fixtures such as water jets and shower

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heads, c) the actual usage of the shower and the fixtures, and d) minimal water leakage due to normal use and operation of the shower door or enclosure;

- any Rex shower door or enclosure in a commercial property or "shared space" environment;
- the location or visibility of the tempering logo on the glass as this marking is required by code;
- discoloration or deterioration (separation) of silicone caulking which due to its nature will change color and degrade over time with regular water exposure and cleaning;
- appearance or presence of mold under silicone caulking;
- deterioration of hardware finish due to the use of ammonia-based cleaners;
- loss or damage caused by a natural disaster, fire, flooding, or any other *force majeure*;
- any cosmetic defect not reported to Rex within the first 90 days of installation;
- glass breakage. In the event of a breakage not caused by accident, Rex will cover the cost of the replacement. The home owner shall be responsible for the replacement labor.
- labor to remove by Rex and reinstall by Rex an enclosure for any reason not covered by the limited warranty. A reinstalled shower shall remain covered by the limited warranty based on the original install date.

Limited Warranty Claims

The limited warranty is provided by Rex Glass & Mirror Co., Inc. Please contact the Shower Door Warranty Department at 412-458-6677 or warranty@rexglass.com to process your claim under this limited warranty. Please provide your home address, the name of any contractor or builder who performed the original construction, if known, and your original job id, if known. Please also include any pictures or video in support of your claim as this will facilitate our efforts to provide you with the best service. Thank you.

Shower Door Warranty Department
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