

TrentoCollection^{by} SILVELOX

Exclusively through



Limited Warranty for Silvelox Trento Collection Overlap Residential Garage Doors

General Information

Silvelox warrants to the original purchaser that Silvelox will repair, repaint, replace or refund at original purchase price, at Silvelox's option, any sections or hardware of a Trento Collection garage door that are defective in material or workmanship at the home of original installation for the "Limited Warranty Periods" stated below and pursuant to the terms of this limited warranty. These warranties are for installations of complete garage doors (sections manufactured by Silvelox and hardware distributed by Silvelox) for single-family residential, residential condominium or similar residential multi-family housing. They do not apply to commercial, industrial, or non-residential uses.

This Silvelox Limited Warranty extends to normal usage when the door has been installed and maintained in accordance with manufacturer's instructions. The warranty period begins at the time of installation of original purchase. The Silvelox Limited Warranty is extended to the original purchaser only. Warranty does not apply to any damage or deterioration caused by: modifications or tampering of the original conditions of the product, abuse or misuse, failure to provide reasonable and necessary maintenance as defined by manufacturer's maintenance and installation instructions, use of pressure washer to clean the door, improper installation or handling of garage door or electric garage door opener, fire, hail, hurricanes, tornadoes, flood, wind or any other acts of God or nature, normal wear and tear, product misuse, repair, alteration and/or additions to door, any puncture or hole drilled into the door not shown on the installation instructions and the results of such puncture or hole, failure of paint applied after manufacture and distribution, atmospheric and other local conditions, including, but not limited to: areas subject to fallout or exposure to corrosive chemicals, fumes, salt spray, ash, cement dust, animal waste or foreign substances and areas subject to abrasive cleaners, vandalism, accident, neglect radiation, or water runoff from lead, copper or galvanic metal flashing, or any cause beyond the reasonable control of Silvelox.

To make a claim under this warranty, contact Silvelox promptly after discovery and within the applicable warranty period. Submit a Silvelox warranty claim form with description and photographs of the issue and proof of purchase to servizioclienti@silvelox.it. Upon receiving claim, Silvelox may, at its discretion, send its agents or personnel to inspect the product before repair, repaint, replacement or refund. Silvelox may also instruct the purchaser to return the specified item(s) to the nearest Amarr facility, shipping prepaid. Response may take up to two weeks from receipt of warranty claim. Upon receiving the claim, Silvelox may, at its discretion, instruct original purchaser to return the specified door section or part(s) thereof, shipping prepaid.

If within the applicable limited warranty period listed below, the sections or hardware warranted are found to be defective by Silvelox, Silvelox agrees to repair, repaint, replace or refund, at Silvelox option, the defective door sections or hardware. Any charges for freight, removal, installation, or labor shall be the responsibility of the original purchaser. REPAIR, REPAINT, REPLACEMENT OR REFUND OF ORIGINAL PURCHASE PRICE OF SPECIFIED PARTS IS THE SOLE REMEDY OFFERED BY THIS WARRANTY. IN NO EVENT, SHALL SILVELOX BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR ITEM(S). ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED.

Some states do not allow the exclusion or limitations 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 or province to province.

Silvelox retains the right to make technical improvements to the product at any time and without notice. Moreover, in no event shall Silvelox be liable for direct or indirect damages caused to people or things by an improper use of the product.

Limited Warranty Periods

The applicable limited warranty periods are from the installation date of original purchase as follows:

- Finish, Material, Workmanship and Hardware: 5 years;
- Garage door opener (motor, parts, electrical): 2 years.

Limited Warranty for Trento Collection Wood Parts

Silvelox wood doors are specialty wood products that have natural wood variations that enhance its natural beauty. Due to the differences in natural wood characteristics, the uniformity of wood section color and grain is not warranted. Some splitting and cracking may occur as a natural characteristic of wood. This is not a factory defect and is not covered under warranty. Wood doors require special finishing and care, both prior to installation and during service. Failure to follow the finishing and care instructions will void the warranty.