

BALDWIN[®]

RESERVE

WARRANTY

LIMITED LIFETIME MECHANICAL WARRANTY

Except as limited below, Baldwin warrants to the original residential purchaser (the "Purchaser") that each Baldwin Reserve product shall be free of mechanical defect for as long as the Purchaser occupies the residential premises upon which the product was originally installed.

LIMITED 25-YEAR FINISH WARRANTY

Except as limited below, Baldwin warrants to the Purchaser that the finish on each Baldwin Reserve product shall not corrode, tarnish or discolor for 25 years from the original date of purchase.

The warranty is limited to Purchasers who occupy the residential premises upon which the product was originally installed. Proof of purchase required.

This warranty DOES NOT COVER scratches; abrasions; or deterioration due to the use of paints, solvents, or other chemicals; abuse; damage from improper installation, misuse; product(s) used in commercial applications and/or any labor required to remove or replace the product under warranty.

Upon return of a defective product to Baldwin Hardware Corporation, Baldwin, at its sole discretion, may repair or replace the product or refund the purchase price. Baldwin is not liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Customers outside of the U.S. and Canada, claims under this warranty must be made only to either the place of purchase or to the listed importer.

CONDITIONS OF SALE

TERMS: 2%/25 Days, Net 30

SHIPPING: U.S. Customers – F.O.B. Charlotte, NC. Full freight allowed on Baldwin Reserve purchase orders over \$500 net invoice value, sent through routing of our selection. Delivery is made to curb or dockside only. Freight allowed shipments to Alaska will be prepaid to Seattle, to Hawaii will be prepaid to San Francisco, and to Puerto Rico will be prepaid to Miami. Upon delivery to the transportation company, shipments become the property of the purchasers, who assume full risk for loss or damage in transit.

International Customers – Orders over \$500 net invoice value will ship FCA to city specified on the commercial invoice. Orders of less than \$500 net invoice value will ship EXW. Exceptions will be subject to the INCO terms stated on the commercial invoice. Canadian customers should contact their sales representative for variations to these terms..

CLAIMS: All claims, whether referring to errors in prices, filling orders, or for defective goods, must be submitted IN WRITING within 30 days after receipt of shipment. Tracing of all lost shipments must be submitted IN WRITING within 30 days or the liability and risk is placed on the purchasers. All issued documents by a carrier confirming receipt of a shipment must be honored by the purchasers.

FREIGHT: Baldwin Reserve products are made-to-order and ship within five to seven business days from the time the order is entered, unless otherwise communicated. To expedite shipping, Baldwin also offers expedited freight services for a fee; please contact customer service for details. All shipping lead times are from the date the order is entered into the Baldwin system.

MINIMUM ORDERS: There is no minimum order quantity.

COMBINED ORDERS: Baldwin Reserve orders can be combined with other Baldwin products on the same purchase order; combined orders will ship separately. "Shipping complete" is not available for combined orders of Baldwin Reserve with other Baldwin products. If an order contains \$500 or more of Baldwin Reserve product and any value of other Baldwin products, the entire order will receive prepaid freight.

ORDERS: We reserve the right to decline the whole or part of orders in which the price, finishes or quantity of goods is not satisfactory to us. We reserve the right to discontinue items or change specifications at any time without notice and without incurring any obligations. The corporation cannot be liable for extended delivery dates which may result in the cancellation of an order.

RETURNED GOODS: Returned goods will not be accepted unless authorized in writing by Baldwin within 120 days of invoice date. A minimum of 25% handling charge and freight will be charged on all items returned in original condition. An 80% handling charge will be imposed on all damaged products. Special and custom products are not returnable for credit. No credit will be given for items returned without written authorization, nor will the items be returned to the customer. Authorized returns become void after a period of 30 days from issue date of the Returned Goods Authorization. All credit returns must be shipped to Baldwin, FREIGHT PREPAID.

CANCELLATIONS AND CHANGES: While Baldwin will attempt to comply with a customer's request to cancel/change an order, we cannot guarantee this can be accomplished before the factory begins assembly. A 25% handling charge will be applied to cancellations where assembly has started before receipt of a customer's change order request.

PRICES: The list price effective on the date the customer order is received will determine billing price. Prices are subject to change without notice.

Orders being held by Baldwin because of account credit status may be re-priced to the price in effect the day the order is released by the Baldwin Credit Department. Orders requiring delivery in excess of three (3) months will be billed at prices in effect at time of shipment, unless quoted to the contrary in writing by our company.

SPECIFICATIONS: Packing, weights, measurements, and design are subject to change without notice.

Refer to www.baldwinhardware.com for a complete warranty statement.

Except as expressly provided in this warranty to the contrary, (a) BALDWIN MAKES NO, AND DISCLAIMS ALL, WARRANTIES, REPRESENTATIONS AND GUARANTEES (WHETHER EXPRESS, IMPLIED OR STATUTORY), INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND (b) BALDWIN SHALL NOT BE OBLIGATED OR LIABLE FOR LABOR OR OTHER COSTS RELATED TO INSTALLATION, REPAIR OR REPLACEMENT OR FOR LOSS OF, OR DAMAGE TO, ANY MATERIAL WHICH IS NOT SOLD BY BALDWIN. IN NO EVENT SHALL THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE BE LONGER THAN the lifetime of the applicable product or for as long as the original purchaser owns the product. This warranty is the only express warranty provided by Baldwin. No employee, representative or agent nor any other person has authority to assume or incur on behalf of Baldwin any obligation or liability in place of or in addition to this warranty.

Each of Baldwin's direct customers shall receive any claims and take delivery of any allegedly defective Baldwin products from the consumers and shall communicate and otherwise cooperate in a reasonable manner with Baldwin concerning the administration, processing and remedying of such claims, including, but not limited to, delivering repaired or replacement Baldwin products or, in the appropriate case, purchase price refunds to consumers.

STANDARDS OF EXCELLENCE: Baldwin Hardware Corporation has produced a range of products in accordance to the HIGHEST AMERICAN STANDARDS OF QUALITY AND EXCELLENCE. All brass products are manufactured from the finest quality brass obtainable; however, these products are susceptible to indentation and imperfections due to the malleability of the material and the elements of human intervention when crafting the product. Although our internal safeguards protect us against shipping products of unacceptable quality, an imperfection or surface blemish may be considered the highest Quality Standard obtainable on a particular product. Baldwin is committed to producing each item to the most stringent guidelines and quality of human ability and excellence; however, all final decisions of Quality remain exclusively in the authorization of the Corporation. While Baldwin makes every effort to provide an accurate price list, we are not responsible for errors and/or omissions which may appear. Customers will be invoiced the actual price on all orders.