

Warranty Information

Our range hoods are warranted to the original purchaser to be free of defects in material and workmanship for two (2) years from the date of purchase.

Our obligation shall be limited to the repair or replacement of a unit (at our discretion) that may prove, by our sole examination, to be defective under normal use and service during the warranty period. We may issue credit in the amount of the invoice value of the defective product (or a percentage of it according to use) in lieu of repair or replacement. Any failure of this product that is not traceable to a defect in material or workmanship is not covered by this warranty. These non-warrantable items include, but are not limited to:

- Any defects or damage to light bulbs
- Change in color or finish due to chemical usage
- Improper installation not in accordance with the instructions
- Dents, bumps, and scratches incurred during shipping, handling, or installation
- Damage caused by failure to follow care and cleaning guidelines, including damage caused by the use of abrasive cleaners
- Alterations made to the unit by the purchaser or installer
- Damage caused by accidental impact, fire, flood, freezing, and normal wear
- Bends and warping caused by forced connections, over-tightened fittings, and inadequate support during installation

A thorough inspection must be made before installation and any damage must be promptly reported. We will not be liable for failures or damage that could have been discovered or avoided by proper inspection and testing prior to installation.

Incidental repairs that would involve a minimum of time and effort on behalf of the purchaser will not be considered warranty work and no compensation will be deemed forth coming.

This warranty is non-transferable and shall be voided if the unit is removed from its initial installation or if it is not installed following the instructions.

Under no circumstance shall we be held liable for personal injury or property damage resulting from improper installation or use of this product. We will not be held liable for inconvenience caused by loss of use of this product, costs incurred for labor or materials, removal and installation of replacement units, or any other incidental or consequential damages. Costs relating to obtaining access for repair or replacement are the responsibility of the user.

This warranty does not extend to commercial and institutional installation or use.

Warranty Claim Procedure

If a claimable defect occurs, please contact our customer service team at **1-800-929-0168** (8 a.m. - 5 p.m., PST, Monday - Friday). or email us at **info@hauslane.com** Before you make your claim call, please ensure that you have:

- Description of the range hood
- Proof of sale
- Details regarding the defect
- Name(s) and address(es) of the owner and installer

Claims must be filled out in writing and returned within six (6) months of the appearance of a defect. Failure to comply with this stipulation will make this warranty null and void. We reserve the right to a thirty-day (30) delay following the receipt of a claim in which to inspect the product. We assume no responsibility for labor costs, removing or replacing a previously installed product, transportation, or the return of a product.

Contact Information

HAUSLANE

267 Wattis Way
South San Francisco, CA 94080
P: 1-800-929-0168
E: info@hauslane.com