

General Provisions

No warranty herein contained shall apply when damage or repair is caused by any of the following:

- a) Any defect in the product arising from any changes or modifications made to the system as originally supplied by CIP.
- b) Improper operation, installation and/or system configuration other than defined in the installation and operating instructions.
- c) Unit submerged or partially submerged in water (A-Frames and/or Edge Guides).
- d) Improper operation or maintenance as defined in the owner's manual supplied.
- e) Exceeding prescribed operating limits for chemical or temperature exposure as defined in the operating instructions.
- f) Application of paints, varnish, cleaners or other harmful compounds.
- g) A-Frames, Edge Guides, Tube set breakage, damage and/or scratches from abusive or abrasive cleaning and use.
- h) Cosmetic damage, including normal wear and tear as applied in a residential use.
- i) Any defect arising from excessive wear and tear, willful damage, negligence, abnormal working conditions, failure to follow the Manufacturer's instructions (whether oral or in writing), misuse or alteration or repair of the Product without the Manufacturer's approval.
- J) Any outstanding invoices or payments applicable to the original purchase order including any shipping charges and/or installation charges not paid.

Please Note:

Any repaired or replaced component supplied by CIP to correct the defect(s) will be warranted for the unexpired portion of the original Manufacturer's Warranty and shall not be deemed to have been warranted from the date warranty work was performed or completed. Repair or replacement does not extend the duration of the Manufacturer's Warranty.

Normal weathering and aging of existing components will preclude a perfect color-match of repaired or replaced components.

This warranty does not extend to parts, materials or equipment not manufactured by CIP, in respect of which the purchaser shall only be entitled to the benefit of any such warranty or guarantee as is given by the supplier's original manufacturer.

The warranty herein is exclusive, and CIP makes no other warranty of any kind whatsoever expressed or implied. CIP expressly disclaims that it makes any warranty as to merchantability, fitness for a particular purpose, or otherwise. No agent, employee, or representative of CIP has the authority to bind CIP to any affirmation, representation, or warranty concerning CIP's products or parts, except as stated herein.

Repair or replacement as provided under this warranty is the exclusive remedy for the customer. In no event shall CIP be liable for any incidental, consequential, indirect, special, or punitive damages of any nature, including and without limitation, to lost revenues, or profits, or any other damage, whether based in contract, tort or otherwise.

This warranty is not applicable to, and CIP shall have no obligation to repair or replace, components or parts which show evidence of damage caused by improper installation, accident, abuse, misuse, neglect, vandalism, fire, lightning, wind, earthquake, flood, hailstorm or natural disasters.

Some Provinces/States do not allow limitations on how long an implied warranty lasts, so the above limitation of incidental or consequential damages may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary, from Province/State to Province/State.

Return Policy:

- a) Any cancellation must be made within 15 days of delivery to address provided to CIP.
- b) Any order cancelled prior to shipping will be subject to 20% re-stocking fee.
- c) Customers are responsible for the initial shipping and handling charges and all return shipping costs.
- d) No credits are issued on shipping and handling costs.
- e) All returned items must be returned in their original packaging.
- f) The customer is responsible for any damage that occurs during return shipment.
- g) Returned items received back damaged will not be credited.
- h) No returns will be accepted for items modified or customized by the customer.
- i) Any order cancelled and returned to CIP will be subject to 25% inspection, testing, re-boxing and re-stocking fee.
- j) Customers are responsible for CIP installation costs unless cancellation notification was given to CIP in writing 72 hours prior to the scheduled installation time. No credit will be issued for installations not cancelled 72 hrs before.