



WARRANTY INFORMATION - APRIL 2019

Lifetime Mechanical Warranty

Grandeur Hardware warrants to the original purchaser/user that our products will be free of material and mechanical defects so long as the purchaser/user occupies the residential premises on which the products were originally installed. Exceptions to this warranty include products that have been incorrectly installed or mistreated, common area applications, and non-residential applications. Product finishes are addressed in our Finish Warranty.

10-Year Limited Finish Warranty

Grandeur Hardware products are protected by a durable topcoat to maintain their beautiful, high quality finish. Grandeur Hardware warrants to the original purchaser/user that our finishes are free from defects in material and workmanship to include tarnishing, flaking, or discoloration so long as the purchaser/user occupies the residential premises on which the products were originally installed for ten years from date of purchase. Finishes on exterior installations in Coastal Areas are warranted for one year only. Exceptions to this warranty include scratching or abrading from normal use, incorrectly installed or mistreated products (including use of chemical cleaners), common area applications, and non-residential applications.

Claim Procedure

Once a warranty claim has been approved and the product returned to Grandeur Hardware, we will either repair or replace the product, at our discretion, to satisfy the claim. Liability shall be limited to the maximum dollar amount of the original purchase price. Proof of purchase is required.