

# Snap

## Terms & Conditions + Limited 5-Year Warranty

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### Warranty

Limited 5-year warranty for Snap products. Applies to defects in materials and workmanship under normal use.

### Returns

RMA required for all warranty returns.

### Service Work

Limited reimbursement available for service work; prior written approval required for expenses exceeding limits.

### Product Conditions

Products must be installed and used according to Loftwall guidelines.

### Limited 5-Year Warranty

Loftwall warrants SNAP products to be free from defects in materials and workmanship during normal use by the original purchaser. This warranty is valid for five (5) years from the date of purchase.

Written notice of any defect must be provided to Loftwall within the warranty period. At its discretion, Loftwall will either repair or replace the defective product with a comparable component or product.

Defective products must be returned at the discretion of Loftwall. All returns require prior written authorization, including a Return Materials Authorization (RMA) number.

Freight charges for defective products and parts will be covered by Loftwall within the contiguous United States using Loftwall's preferred shipping method. Labor charges may be reimbursed within the limits outlined in this document. Any costs exceeding these limits require Loftwall's prior written approval.

### Warranty Exclusions

This warranty does not apply to:

- Damage caused by normal wear and tear, user abuse, improper maintenance, or unintended use.
- Damage caused by alterations or modifications made by a carrier or third party not expressly authorized by Loftwall.
- Products not installed or used as recommended by Loftwall.
- Products made with customer-supplied materials that are not part of Loftwall's standard offering.
- Exposure to moisture, heat, chemicals, or sunlight.
- Variations in color, grain, or texture within commercially acceptable standards.

### Service Work Limits

To support timely service while controlling costs, Loftwall may reimburse warranty-related service work within reasonable limits. Mileage and time must be documented on the service invoice. Any expenses beyond these limits require prior written approval from Loftwall.

## **General Product Conditions**

Loftwall products are not designed to be load-bearing or leaned against. Failure to follow Loftwall's written installation guidelines or product recommendations may void the warranty.

Damage caused during installation, improper handling, or misuse is not covered under this warranty.

## **Replacement Components**

If the SNAP system has been relocated multiple times, replacement gaskets and SNAP connection components may be required. Replacement kits are available through Loftwall; please contact Loftwall at 214-239-3162 for ordering and availability.