



**HOPO Inc. Of North America**  
**Warranty for Window and Door Manufactures**

All HOPO Inc. Of North America products are warranted against material defects in materials and workmanship for the duration of 10 years with a 1 year warranty on the finish, from the date of purchase under basic use and service subject to conditions. The item must be intact from the original location installed with original proof of purchase in order to be eligible for the warranty.

This limited warranty is limited to only window and door manufacturers that purchase directly from HOPO and can not be transferred, resold, or assigned to other personnel. This warranty does not cover finishes with the intended to alter appearances by design or any other material used within our screen products. This warranty excludes all normal wear and tear damages that are caused by scratches or misuse. The warranty does not cover the products if the following occurs: Alteration, installed improperly, damaged by water, fire, or nature, inconsistent with instruction and maintenance regarding use, exposure to harming chemicals, and used for purposes other than for what it was intended to do.

**THIS WARRANTY IS EXCLUSIVELY FOR THE PURPOSE OF HOPO INC. HOPO WINDOW HARDWARE MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED, IMPLIED OR STATUTORY, WITH RESPECT OF THE PRODUCTS MANUFACTURED AND MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE.**

No employee, representative, or agent of HOPO has any authority to bind HOPO to any affirmation, representation, or warranty concerning HOPO products or parts, except stated herein.

If any product manufactured by HOPO is found defective by HOPO, is based solely on judgment and good faith investigation into the warranty claims. If the item is found defective during the warranty period, than HOPO will, replace with the same or similar product. HOPO is not responsible for the cost of replacement of assembling parts, the cost or requirement of labor (physically installation), cost of shipping the replacement or any said goods. Any agreement said through oral or written descriptions of the product is for the sole purpose of identifying products and shall not be constructed as an express warranty. HOPO's liability is limited to only the replacement value of the hardware.

In order to make a warranty claim, please notify HOPO immediately by calling our office 516-773-2887 during business hours or email us at [info@hopo.us](mailto:info@hopo.us). The purpose of this warranty is to provide the window and door manufacturers, with the replacement of products, or parts, manufactured by HOPO found to be defective in materials or workmanship or negligently manufactured. This exclusive remedy shall not be deemed to have failed of its essential purpose so long as HOPO is willing and able replace said defective products or parts in the prescribed manner.