

## Limited Installation Warranty & Return Policy

Fill out your Warranty Registration at: [NWNaturalLighting.com/warranty-registration/](http://NWNaturalLighting.com/warranty-registration/)

### **Scope of Warranty – NW Natural Lighting & NNL Railings Products**

NW Natural Lighting (NWNL) warrants that the NW Natural Lighting Product(s) and/or NNL Railing Product(s) was/were installed using accepted installation methods. NWNL also warrants that the installation was in accordance with Manufacturer's installation instructions. Labor is additional for all Manufacturer warranty work.

***The one-year installation warranty begins on the date noted on the invoice.***

### **Definition of Warranty Work**

Warranty work refers to services rendered by NWNL & NNL Railing that were executed accurately and comprehensively. If such work subsequently malfunctions or becomes non-operational within the designated warranty period, it qualifies for repair or replacement at no additional cost to the customer.

### **NWNL's Responsibility under Installation Warranty – NW Natural Lighting & NNL Railings Products**

NWNL guarantees to cover all necessary labor costs for repairing or replacing any installation warranty items at no expense to the customer. In a timely and genuine manner, NWNL commits to assisting customers in obtaining replacement products covered by the manufacturer's warranty. The decision to repair or replace is at the discretion of NWNL. It is essential that NWNL is given the initial opportunity to address any warranty-related issues; otherwise, the customer forfeits their claim. Should any party other than NWNL undertake or redo work within the terms of this agreement, NWNL's warranty obligations will be nullified, and the customer will be considered to have relinquished the warranty benefits.

### **Time for Filing a Warranty Claim – NW Natural Lighting & NNL Railings Products**

Any claims under this warranty must be submitted within 30 days following the conclusion of the warranty period. Failure to initiate any legal action, whether based on breach of contract, tort, warranty, or indemnification, within this specified timeframe will result in a waiver of such claims. All warranty-related claims must be formally presented in writing and sent to NWNL during the warranty duration to be considered valid.

### **Warranty is Non-Transferable – NW Natural Lighting & NNL Railings Products**

This warranty is non-transferable and cannot be assigned by either party. This restriction encompasses not only the transfer of rights to enforce performance but also extends to the transfer of any claims or causes of action, including but not limited to breach of contract, breach of warranty, tort, and indemnification claims. Furthermore, any warranty work conducted by NWNL does not prolong the duration of the warranty period.

### **Exclusions – NW Natural Lighting, & NNL Railings Products**

This warranty excludes coverage for damages resulting from improper handling, cleaning, re-roofing, roof cleaning, replacement of doors/windows, replacement of deck surface, or any interventions by another company on the product. Additionally, it does not cover damage caused by corrosive atmospheric contaminants such as chemical fumes, pollution, salt, volcanic ash, or external factors including lightning, rain, windstorms, tornadoes, or other acts of nature. Misuse, abuse, or any causes beyond the control of NWNL are also not covered under this warranty.

### **Disclaimer of Other Warranties**

This warranty is made in lieu of all other warranties available under Washington or Federal Laws including any express or implied warranties of merchantability, habitability, and fitness.

### **Specific Exclusions for All Products (where applicable)**

Solatube Daylighting System (material) | This warranty does not cover condensation or any water damage resulting from condensation.

Solatube Solar Electric Nightlights | Due to inherent limitations, NWNL cannot guarantee sunlight availability or battery life. NWNL does not warranty Solar Electric Nightlights. There is no return policy for this product once purchased.

Retractable Screen (material) | The Retractable Screen Mesh is not covered under warranty by either the manufacturer or NWNL. If the screen is past 30 days of initial installation and doesn't retract there will be labor fees to come out and assess the issue.

Products exposed to stress due to (i) localized heat application, (ii) building or building component movement, or (iii) framing member expansion or contraction are not covered under this warranty.

### **NW Natural Lighting Return Policy – Material Only Purchases**

Merchandise may be returned within 30 days of purchase with a receipt, provided the materials are in new condition. All returns are subject to inspection. Please note that individual components of a DIY Kit purchase cannot be returned separately.

Shipping costs are non-refundable. Additionally, extensions can only be returned if the inner liner remains unremoved.