January 2017

Limited Warranty on RIGA Greenhouses

This product carries a 15-year limited warranty on the greenhouse frame (aluminum parts and stainless steel hardware); and 10-years on the Twin-Wall, and 15-years on Triple Wall Polycarbonate, glazing (pro-rated after 5-years) against defects in material and workmanship when properly assembled using only manufacturer's original equipment parts in accordance with manufacturer's assembly instructions. Warranty does not cover damage resulting from:

- Excessive loads placed on the packed product and/or parts (beyond reasonable expectations)
- Glazing breakage caused by large hail, rocks or other projectiles (including rocks thrown by a lawnmower)
- Use of force, incorrect handling, or inappropriate use, neglectful use or assembly or maintenance, commercial use or use other than for personal or household purposes
- Alteration, painting, connecting, gluing, sealing or assembly not in accordance with the manufacturer's instructions
- Extreme storms, wind, flood, fire or other extreme weather conditions.
- Nor does it cover operating parts such as pistons in automatic window openers or other accessories provided with the greenhouse which are breakable in ordinary use. Replacement part will be provided at a reasonable cost.

If this product fails during normal use, simply call (877-760-8500 ext 701) or write Exaco Trading Corporation. A copy of an original sales invoice may be required by fax or mail. If needed, the customer will allow the manufacturer or its representative to access and/or examine the greenhouse and its parts at the original service location. The warranty commences from date of purchase and is not transferable, and a dated proof of purchase must be presented on request. Please keep this product warranty and your proof of purchase in a safe place; they will be needed if a claim is made. In case a problem should occur, please address your claim to the customer service department by phone. A photograph or sample of the defective part(s) may be required to expedite the resolution process. After a claim has been settled the guarantee will continue to run to its original expiry date (the original date of purchase). Exaco will repair or replace the product or parts at our discretion.

Ultimately, we do strive to make every customer happy and we will do our utmost to resolve any warranty related issues in a satisfactory manner to the customer.

Your sincerely,

R. Andrew Cook
Vice President

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