



## WARRANTY TERMS OFFERED BY CONCEPT SGA INC.

On Doors and Stair Railing Components.

*Concept SGA* guarantees its doors and stair railing components against all manufacturing and material defects that would harm the normal usage of our products for a period of one year as of the date of purchase. The following recommendations must be applied in order to make the warranty effective.

It is recommended to treat all wooden surfaces (including the sides) with an oil-based sealer. The application of minimum **two** layers of a finishing product can then be done. Since wood is a natural product, variations of hues are normal. The finishing is covered by the warranty only if it has been carried out by *Concept SGA*.

It is recommended to install wooden components in areas where humidity levels will not cause warping. The ideal humidity level should be between 25% and 55%.

The installation of products and/or the hardware used, as well as replaced or modified products which alternate the efficiency of the product, are not covered by the warranty if done without the consent of *Concept SGA*.

The present warranty is solely for replacement and repair of defective products. It does not cover installation. All claims should be submitted in writing to *Concept SGA* and will then be evaluated by one of our specialists. The merchandise along with a copy of the invoice should both be shipped to Concept SGA at 91, Theodore-Viau, Terrebonne, QC J6Y 0J8. All transportation and installation fees are covered by the client.

For additional information regarding our products and warranties, please contact your representative or our Customer Service at 450-477-0526 or 1-800-363-7801.  
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