

PRODUCT WARRANTIES

COMMERCIAL APPLICATIONS

Limited Warranty

Schlage Lock Company, LLC (the “Company”) extends a three year limited warranty to the original user of the products manufactured by the Company (the “Products”) against defects in material and workmanship from the date of purchase. Certain Products contain restrictions to this limited warranty, additional warranties, or different warranty periods. Please see below for specific Product warranty information.

What The Company Will Do: Upon return of the defective Product to the Company or its authorized distributor for inspection, free and clear of all liens and encumbrances and accompanied by the statement of defects of proof of purchase, the Company will replace the Product.

Original User: These warranties only apply to the Original User of Products. These warranties are not transferable.

What Is Not Covered: The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages.

The provisions of these limited warranties do not apply to Products: (i) used for purposes for which they are not designed or intended; (ii) which have been subjected to alteration, misuse, abuse, negligence, or accident; (iii) which have been improperly stored, installed, maintained, repaired or operated; (iv) which have been used in violation of written instructions provided by Schlage; (v) which have been subjected to improper temperature, humidity, or other environmental conditions (i.e., corrosion); or (vi) which, based on the Company’s examination, do not disclose to the Company’s satisfaction non-conformance to the warranties. Additionally,

the Company will not warrant ANSI A156.2 Grade 2 lever Product installed in educational facilities and student housing.

Additional Terms: The Company does not authorize any person to create for it any obligation or liability in connection with the Products. The Company’s maximum liability under these warranties is limited to the purchase price of the Product. No action arising out of any claimed breach of these warranties by the Company may be brought by the Original User more than one (1) year after the cause of action has arisen.

How Local Law Applies: These warranties give you specific legal rights, and you may also have other rights permitted by law.

SPECIFIC PRODUCT WARRANTY RESTRICTIONS/ ADDITIONAL WARRANTIES:

ND-Series Levers 7-Year Mechanical Warranty

The limited warranty is for a period of seven (7) years from the date of purchase and is subject to the restrictions of these limited warranties.

Small Format Interchangeable Core (SFIC) Warranty

The limited warranty also applies to Schlage locks and housings when used with another manufacturer’s cores, or to Schlage cores (i.e, SFIC) when used in another manufacturer’s locks and housings. The use of unauthorized cylinder cams or other components with the Products shall void these warranties.

Everest® Primus® and Everest Primus XP Limited Lifetime Key Breakage Warranty

A limited lifetime warranty is provided to the original user against breakage and is subject to the restrictions of these limited warranties.

Portable Security Limited Lifetime Warranty

A limited lifetime warranty is provided to the original user and is subject to the restrictions of these limited warranties.

RESIDENTIAL APPLICATIONS

Lifetime Limited Mechanical & Finish Warranty and 1-Year Limited Electronics Warranty

Subject to the terms and conditions of this warranty, Schlage extends a lifetime limited mechanical and finish warranty

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and a one-year limited electronics warranty to the original consumer user (“Original User”) of our Schlage brand product (“Product”) against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed.

What Schlage will do: Upon return of the defective Product to Schlage, Schlage’s sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product. Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What Is Not Covered: The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages.

The provisions of this warranty do not apply to Products:

(i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage’s examination, do not disclose to Schlage’s satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Exclusions: Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and thus, finish discoloration is not applicable to the above warranty. Additional terms: Schlage does not authorize any person to create for it any obligation or liability in connection with the Product. Schlage’s maximum liability here under is limited to the original purchase price of

the Product. No action arising out of any claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

How local law applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Guaranteed Fit Program: Schlage products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product’s performance, the Original User may simply contact Schlage Customer Service at 888-805-9837 in the U.S. and Canada or 800-506-7866 in Mexico for assistance.

Program and warranty claims: If you encounter a residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this warranty, please contact Schlage Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Schlage.



Lifetime Mechanical Warranty and 5-year Finish Warranty

Subject to the terms and conditions of this warranty, Schlage Lock Company, LLC (“Schlage”) extends a lifetime limited mechanical and 5-year finish warranty to the original consumer user (“Original User”) of Dexter by Schlage products (“Product”) against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed.

What Schlage will do: Upon return of the defective Product to Schlage, Schlage’s sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product. Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What is not covered: The following costs, expenses and damages are not covered by the provisions of this limited Warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; and (iii) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products:

(i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage's examination, do not disclose to Schlage's satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

PRODUCT WARRANTIES, ADDITIONAL TERMS & CONDITIONS:

Commercial and Residential Applications

Additional Terms: The Company does not authorize any person to create for it any obligation or liability in connection with the Products. The Company's maximum liability under these warranties is limited to the purchase price of the Product. No action arising out of any claimed breach of these warranties by the Company may be brought by the Original User more than one (1) year after the cause of action has arisen.

How Local Law Applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law.

Note: Should the Product be considered a consumer product as may be covered by the Magnusson Moss Federal Warranty Act, please be advised that: (1) Some states do not allow limitations or incidental consequential damages or how long an implied warranty lasts so that the above limitations may not

fully apply; and (2) This warranty gives specific legal rights and a user may have other rights which may vary from state to state.

For warranty service and shipping instructions contact:

Schlage Customer Commitment Center
2119 East Kansas City Road
Olathe, KS 66061
(800) 847-1864, Option 1
(888) 805-9837 Consumer
Fax (800) 366-5625

The Schlage Lock Company, LLC reserves the right to make changes in designs and specifications or to make additions or improvements on its products without notice and without incurring any obligation to incorporate them on products previously manufactured. The Schlage Lock Company, LLC is not responsible for any modification, addition or alteration to our products by others.

DISTRIBUTION FUNCTION AND LOCATION POLICY

The Schlage customer relationship includes the nonexclusive area of primary sales responsibility and the channel of distribution assigned by Schlage. It is vital to our success and for the effective management of the distribution of our products that the Schlage customer relationship, once it is satisfactorily established between us, should not be changed without our approval. Therefore, after selection by Schlage as a distributor of one or more of Schlage products, a customer should continue to perform that distribution function from the location of its business at the place or places utilized at the time of selection. A customer should not change its Schlage distribution function or establish a different or additional location without the prior written consent of Schlage.

Schlage reserves the right to discontinue, after appropriate notice, sale of its products to any customer which refuses to adhere to this policy. Schlage also reserves the right to change, in its sole discretion, the number and locations of the distributors authorized to distribute its products in any area. This determination will be based upon, among other considerations, the success or failure in developing the market for Schlage products.

HARDWARE FINISHES

Schlage Lock finishes are durable, top quality finishes obtained by the careful processing of solid brass, bronze, stainless steel or other materials. Where required, a protective clear coating is applied and cured under high temperature. It is important

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that climatic conditions and usage be taken under consideration when selecting finishes. This is especially true in areas subjected to strong corrosive vapors, humid climate or sea air which, in a short time, may have a damaging effect on metal finishes. The longevity and preservation of the finish appearance is determined by base metal and finishing process. Clear protective coating or other organic finishing applications may require different methods of cleaning and care. As an example, non-clear coated finishes should not be cleaned with soaps or any solvents; organically coated surfaces should periodically be cleaned with a mild, nonabrasive soap and buffed lightly with a clean cloth. The type of base metal and finishing techniques must be considered when applying any cleaning or preservative method. Contact the Schlage Technical Services Department for further information on the care of finished hardware.

In some instances, for customer convenience, the most appropriate BHMA finish symbols are used to indicate similarity of appearance, regardless of base metal of finishing process. A, AL, D, ND, F, FA, H, S, S200-Series and Dexter by Schlage levers are zinc-based material and are plated to match finishes indicated. Finishes of latches, strikes, cylinders/cores, and visible mounting screws, though similar in appearance, may differ from the finish of the trim. Finish numbers in the 600-Series are the BHMA (Builders Hardware Manufacturers Association) industry standard.

Finish Codes and Descriptions:

The nearest old U.S. equivalent code designations are shown in parenthesis ().

| Code | Description |
|-------------------|--|
| 505 | Bright Brass |
| 605 (3) | BRIGHT BRASS, Clear Coated |
| 609 (5) | ANTIQUÉ BRASS, Satin Brass, Blackened, Satin Relieved, Clear Coated |
| 613* (10B) | OIL RUBBED BRONZE, Oxidized Satin Bronze, Oil Rubbed, No Coating |
| 619 (15) | SATIN NICKEL, Satin Nickel Plated, Clear Coated |
| 620 (15A) | ANTIQUÉ PEWTER, Satin Nickel Plated, Blackened, Satin Relieved, Clear Coated |
| 621 | Distressed Nickel, Clear Coated |
| 622 | MATTE BLACK, Coated |
| 625 (26) | BRIGHT CHROMIUM PLATED, No Coating |
| 626 (26D) | SATIN CHROMIUM PLATED, No Coating |
| 630 (32D) | SATIN STAINLESS STEEL, No Coating |
| 716 | AGED BRONZE, Clear Coated |

* Oil rubbed bronze (613) is considered a category "B" finish by ANSI/BHMA and will vary in color when applied to different alloys and forms of base material. 613 will also vary from production lot and additionally from one manufacturer to another. Oil rubbed bronze will wear off over time due to the "rubbed" finishing method that has no protective coating or plating.

Dexter J Series Grade 3 finishes have durable, top quality finishes obtained by the careful processing of solid brass, stainless steel or other materials. Where required, a protective clear coating is applied and cured under high temperature. It is important that climatic conditions and usage be taken under consideration when selecting finishes. This is especially true in areas subjected to strong corrosive vapors, humid climate or sea air which, in a short time, may have a damaging effect on metal finishes. The longevity and preservation of the finish appearance is determined by base metal and finishing process. Clear protective coating or other organic finishing applications may require different methods of cleaning and care. As an example, non-clear coated finishes should not be cleaned with soaps or any solvents; organically coated surfaces should periodically be cleaned with a mild, non-abrasive soap and buffed lightly with a clean cloth. The type of base metal and finishing techniques must be considered when applying any cleaning or preservative method. Contact the Schlage Technical Service Department for further information on the care of finished hardware.

In some instances, for customer convenience, the most appropriate Builders Hardware Manufacturers Association (BHMA) finish symbols are used to indicate similarity of appearance, regardless of base metal of finishing process. J-Series levers are zinc-based material and are plated to match finishes indicated. Finish numbers in the 600-Series are the BHMA industry standard. The nearest old U.S. equivalent code designations are shown in parentheses. Refer to each lock series section for standard finish availability.

Finish Codes and Descriptions:

| Code | Description |
|--------------------|---|
| 605 (US3) | BRIGHT BRASS, Clear Coated |
| 609 (US5) | ANTIQUÉ BRASS, Satin Brass, Blackened, Satin Relieved, Clear Coated |
| 619 (US15) | SATIN NICKEL, Clear Coated |
| 620 (US15A) | ANTIQUÉ PEWTER, Clear Coated |
| 625 (US26) | BRIGHT CHROME, Clear Coated |
| 626 (US26D) | SATIN CHROME, No Coating |
| 630 (US32D) | SATIN STAINLESS STEEL, No Coating |
| 716 | Aged Bronze, Clear Coated |

Lifetime Mechanical Warranty

Schlage Lock Company, LLC (“Schlage”) extends a lifetime Mechanical Warranty to the original user (“User”) of Dexter by Schlage products (“Product”) against mechanical defects in material and workmanship as long as the User occupies the residential premises in which the Product was originally installed.

This warranty DOES NOT COVER (i) product finish, (ii) abused or misused Products, or (iii) Products used in commercial applications. Upon return of a defective Product to Schlage, Schlage shall either replace the Product or refund the purchase price in exchange for the Product.

SCHLAGE MAKES NO OTHER WARRANTY, CONDITION OR REPRESENTATION OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES AND CONDITIONS RELATING TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. IN NO EVENT SHALL SCHLAGE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES ARISING FROM THE SALE, USE OR MISUSE OF THIS PRODUCT.

Note: Some states do not allow limitations on incidental, special, or consequential damages, so the above limitations may not fully apply.

This warranty gives specific legal rights, and you may also have other rights which vary from state to state.

5-Year Finish Warranty

Schlage Lock Company, LLC (“Schlage”) extends a 5-Year Finish Warranty to the original user (“User”) of Dexter by Schlage products (“Product”) against tarnishing, and damage from corrosives like salt, sun, humidity and cleaning products for a period of 5 years provided that the User continues to occupy the residential premises in which the Product was originally installed.

This warranty DOES NOT COVER (i) scratches or abrasion, (ii) abused or misused Products, or (iii) Products used in commercial applications. Upon return of a defective Product to Schlage, Schlage shall either replace the Product or refund the purchase price in exchange for the Product.

SCHLAGE MAKES NO OTHER WARRANTY, CONDITION OR REPRESENTATION OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES AND CONDITIONS RELATING TO MERCHANTABILITY AND FITNESS FOR A

PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. IN NO EVENT SHALL SCHLAGE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES ARISING FROM THE SALE, USE OR MISUSE OF THIS PRODUCT.

Note: Some states do not allow limitations on incidental, special, or consequential damages, so the above limitations may not fully apply. This warranty gives specific legal rights, and you may also have other rights which vary from state to state.

Product Warranties, Additional Terms and Conditions

THE COMPANY MAKES NO OTHER WARRANTY, AND ALL IMPLIED WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.

THE COMPANY’S MAXIMUM LIABILITY HEREUNDER IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL OR SPECIAL DAMAGES OF ANY NATURE ARISING FROM THE SALE OR USE OF THIS PRODUCT, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE.

Should the Product be considered a consumer product as may be covered by the Magnusson Moss Federal Warranty Act, please be advised that:

(1) Some states do not allow limitations on incidental consequential damages or how long an implied warranty lasts so that the above limitations may not fully apply; (2) This warranty gives specific legal rights and a buyer may also have other rights which may vary from state to state.

For warranty service and shipping instructions, contact the:

Schlage Customer Commitment Center
2119 East Kansas City Road
Olathe, KS 66061
(800) 847-1864, option 1
(888) 805-9837, consumer
fax (800) 366-5625

Schlage reserves the right to make changes in designs and specifications or to make additions or improvements on its products without notice and without incurring any obligation to incorporate them on products previously manufactured. Schlage is not responsible for any modification, addition or alteration to our products by others.

Distribution Function and Location Policy

The Schlage customer relationship includes the nonexclusive

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area of primary sales responsibility and the channel of distribution assigned by Schlage. Each member of the Schlage channel of distribution is free to sell in any area and at any price. It is vital to our success and for the effective management of the distribution of our products that the Schlage customer relationship, once it is satisfactorily established between us, should not be changed without our approval. Therefore, after selection by Schlage as a distributor of one or more of Schlage products, a customer should continue to perform that distribution function from the location of its business at the place or places utilized at the time of selection. A customer should not change its Schlage distribution function or establish a different or additional location without the prior written consent of Schlage.

Schlage reserves the right to discontinue, after appropriate notice, sale of its products to any customer which refuses to adhere to this policy. Schlage also reserves the right to change, in its sole discretion, the number and locations of the distributors authorized to distribute its products in any area. This determination will be based upon, among other considerations, the success or failure in developing the market for Schlage products.

CONNECTED HOME PRODUCTS WARRANTY

PATENT NOTICE: Schlage® products and those of its subsidiary companies and licensees may be covered by both issued and pending U.S. and foreign patents, copyrights and trademarks. Manufactured items are covered by one or more of the following patents:

| | | | | |
|---------|---------|---------|---------|---------|
| 5070715 | 5152558 | 5308131 | 5395144 | 5593193 |
| 5598726 | 5640863 | 5683127 | 5715717 | 5765412 |
| 5769472 | 5809816 | 5816086 | 5820290 | 5881590 |
| 5918916 | 6286347 | 6297725 | 6523375 | 6533336 |
| 6540274 | 6581426 | 6802546 | 6905773 | 6926319 |
| 7143477 | 7159424 | D372417 | D372854 | D406056 |
| D406528 | D426452 | D428324 | D450558 | D457048 |
| D457049 | D458829 | D467155 | D472788 | D487388 |
| D520331 | D520332 | D537702 | D541620 | D543435 |

LOCK PRODUCT: Lifetime Limited Mechanical and Finish Warranty and 1-Year Limited Electronics Warranty
Subject to the terms and conditions of this warranty, Schlage extends a lifetime limited mechanical and finish warranty and a one- year limited electronics warranty to the original consumer user (“Original User”) of our Schlage brand lock product (“Lock Product”) against defects in material and workmanship, as

long as the Original User occupies the residential premises upon which the Lock Product was originally installed.

Guaranteed Fit Program: Schlage Lock Products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Lock Product’s performance, the Original User may simply contact Schlage Customer Service at 877-288- 7707 in the U.S. and Canada.

NON-LOCK PRODUCT: 1-Year Limited Mechanical and Electronics Warranty

Subject to the terms and conditions of this warranty, Schlage extends a 1-year limited mechanical and electronics warranty to the original consumer user (“Original User”) of our Schlage brand non-lock product used in conjunction with our Lock Product (“Non- Lock Product”) against defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Lock Product was originally installed. “Lock Product” and “Non-Lock Product” are collectively referred to herein as “Product”.

What Schlage will do: Upon return of the defective Product to Schlage, Schlage’s sole obligation, at its option, is to either repair or replace the Product, or refund the original purchase price in exchange for the Product.

Original User: This warranty only applies to the Original User of Products. This warranty is not transferable.

What is not covered: The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, such costs as the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. The provisions of this warranty do not apply to Product: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii)



which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage's examination, do not disclose to Schlage's satisfaction non-conformance to the warranty. Additionally, this warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Exclusions: Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and thus, finish discoloration is not applicable to the above warranty. Additional terms: Schlage does not authorize any person to create for it any obligation or liability in connection with the Product. Schlage's maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

How local law applies: This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Program and warranty claims: If you encounter a residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this warranty, please contact Schlage Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Schlage.