

CONSUMER RESPONSIBILITIES

HMI Shower Enclosures line of tub and shower enclosures are made of tempered safety glass, durable hardware, and the finest aluminum. With the proper care and maintenance, your enclosure will provide many years of use. HMI does not recommend the use of harsh abrasive cleaners on any of its products, as they may damage the metal or glass finish of your enclosure. Care & Cleaning Guidelines may be found at hmiglass.com.

COMMERCIAL USE LIMITED WARRANTY

HMI warrants to the original owner the aluminum extrusions and hardware for your tub or shower enclosure to be free from defects in materials and workmanship for (10) ten years from the time of purchase from HMI. This warranty covers parts only and excludes wear items such as vinyl and polycarbonate items. HMI will, at its election, replace any part of the enclosure found to be defective in materials or workmanship occurring in normal usage and maintenance during the warranty period. Any parts found to be defective will be replaced free of charge. Cost of freight to replace product or parts covered by this warranty is the responsibility of the original user. The replacement of a product is limited to supplying a replacement product or part (same as existing or if not available, comparable product).

LIMITATIONS

HMI reserves the right to inspect the job site/installation to determine warranty eligibility. HMI is not financially liable for installation, removal or re-installation of any product or material requiring warranty service. In no event will HMI be liable for the costs of repair or replacement of any installation material, including but not limited to tile, marble, solid surface shower walls, etc. Any damage that results from incorrect installation or removal/re-installation is not covered within this warranty. This warranty extends only to the original owner and is non-transferable. HMI neither installs nor supervises the installation nor hires a contractor for this purpose, consequently, HMI cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

This warranty does not cover any claim arising from abuse, misuse, negligence, leakage, accidents, abrasives, improper installation or operation, alterations, misapplication, improper maintenance, chemical or natural corrosion, or natural disaster and is subject to terms below. Avoid abrasive cleaners, steel wools, and harsh chemical as these will scratch, damage, and/or dull the product and/or finish and void this warranty.

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by HMI and all applicable rules, regulations, and legislation pertaining to such installations.

HMI is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

WARRANTY TERMS

This warranty is valid only if the shower enclosure is installed by a licensed, insured, or bonded professional. HMI strongly recommends that such licensed professionals have experience in the installation of glass shower enclosures. Installation of certain products, including, without limitations, glass products (i.e. shower doors and glass shower screens) by an inexperienced person may result in glass breakage and, consequently, cause personal injury or death.

No other warranties are expressed or implied, including that of merchantability or fitness for a particular purpose. In no event shall HMI be liable for special, direct, indirect, or consequential damage, including but not limited to, loss of profits or damage to other property. Any warranty implied by law and not effectively excluded by this warranty are limited to the duration and remedies of this warranty.

The laws and regulations that govern the installation, design, and use of the shower or tub enclosure vary widely. HMI does not control the selection of product, configuration, actual installation, operating hardware, or glazing material, and therefore does not assume any responsibility thereof.

STORAGE REQUIREMENTS

Due to unpredictable climate and job site conditions, all materials must be stored indoors/under cover protected from direct sunlight, rain, snow, ice, dust, and debris. Any material found to be stored in an unprotected environment will be excluded from HMI's warranty.

HMI reserves the right to modify this warranty at any time, and the consumer understands that such modification will not alter the warranty conditions applicable at the time of the sale of the product.

GLASS AND SURFACE PROTECTION

HMI does not warrant glass for scratches, chips, water spots, breakage or for any other defect after installation including abuse, deferred maintenance, improper cleaning products or materials.

Glass surface protection systems are not covered under this warranty but may be covered under HMI C.10 warranty.

WARRANTY CLAIMS

The following information is required to file a warranty claim:

- Shipping address of job site
- Original order documentation (PO, Invoice, Receipt, etc)
- Brief description of problem (additional information or photos may be required to fully process your warranty claim)

Please submit required information by e-mail to:

Email: hospitality@hmiglass.com

Or contact our Hospitality Division Monday thru Friday 8:00 am – 4:30 pm EST

Phone: (800) 826-2577