

Milano Hardware & Interiors Warranty Policy

At Milano Hardware & Interiors, we take pride in providing high-quality hardware and design products that enhance your home and lifestyle. We stand behind the quality and craftsmanship of our products and are committed to ensuring your satisfaction.

This Warranty Policy outlines your rights and our responsibilities regarding product warranties. It applies to products purchased directly from Milano Hardware & Interiors or through our authorized dealers in Canada.

Limited Warranty

Milano Hardware & Interiors (“Milano”, “we”, “us”, or “our”) warrants to the original purchaser that its products will be free from defects in material and workmanship under normal residential use for the following periods:

Product Category	Warranty Duration
Decorative Hardware (handles, knobs, pulls, etc.)	Limited Lifetime Warranty
Functional Hardware (hinges, slides, etc.)	5-Year Limited Warranty
Bathroom Accessories	5-Year Limited Warranty
Storage Solutions	1-Year Limited Warranty

What is Covered

This warranty covers manufacturing defects in materials or workmanship, such as:

- Peeling or tarnishing finishes (excluding those caused by cleaning agents or harsh environments)
- Mechanical failure of moving parts (hinges, slides, etc.)
- Cracks, warping, or other damage not caused by misuse

What is Not Covered

This warranty **does not cover**:

- Normal wear and tear
- Damage resulting from misuse, abuse, neglect, improper installation, or unauthorized modification

- Finish degradation due to exposure to corrosive environments (e.g., coastal air, humidity, or cleaning chemicals)
- Commercial or industrial use (unless otherwise stated)
- Labour costs, removal, or reinstallation charges
- Variations in natural materials (e.g., wood grain, patina on brass)

How to Make a Warranty Claim

To initiate a warranty claim, please contact us at:

📍 **Milano Hardware & Interiors**

6034 75 Street NW

Edmonton, AB T6E 2W6

📞 (780) 756-8810

✉️ info@milano.ca

Please include:

- Proof of purchase (receipt or invoice)
- A description of the issue
- Photographs (if applicable)

All claims are subject to inspection and verification by Milano or an authorized representative.

Remedies

If a product is found to be defective within the applicable warranty period, Milano, at its discretion, will:

- Repair the product,
- Replace the product with an identical or comparable model, or
- Refund the purchase price.

This is your **exclusive remedy** under this warranty. Replacement parts or products are warranted for the remainder of the original warranty period.

Limitation of Liability

To the fullest extent permitted by law, Milano shall not be liable for:

- Incidental or consequential damages,
- Loss of use, inconvenience, or damage to property,
- Labour or installation costs.

Certain provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Canadian Consumer Protection

This warranty gives you specific legal rights. You may also have other rights which vary by province or territory. This warranty does not limit your rights under Canadian consumer protection laws.

Commercial Use

For commercial, multi-residential, or institutional use, warranties may differ. Please contact us directly for commercial warranty terms.

Warranty Modification

Milano reserves the right to modify this policy at any time. The version applicable to your product is the version in effect on your purchase date.