

Schluter-Systems Tools 2-Year Limited Warranty

LIMITED WARRANTY COVERAGE: Subject to the conditions and limitations as stated in this **Schluter-Systems Tools 2-Year Limited Warranty** (the “**Limited Warranty**”), Schluter-Systems warrants that its Schluter®-PROCUT-TSM, Schluter®-DITRA Roller, Schluter®-SNIPS, and Schluter®-TROWEL tools (the “**Products**”) will be free from defects in materials and workmanship that prevent their use for a period of two (2) years from the date of purchase or date of delivery (if later than the date of purchase) when used for their intended purpose as described in the applicable Schluter-Systems Technical Data Sheet(s) and/or Installation Handbook(s) (“**Written Materials**”)¹.

For the purposes of this Limited Warranty, “**Owner**” is defined as the original purchaser of the tool.

Abnormal use, including but not limited to, misuse, accident, modification, unreasonable use, abuse, neglect, lack of maintenance, or use after the Products are significantly worn, is not covered by this Limited Warranty. This Limited Warranty does not cover normal wear and tear or defects revealed by normal wear and tear.

Because Schluter-Systems cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Schluter-Systems or a Schluter-Systems authorized seller in the United States or Canada, unless otherwise prohibited by law. Schluter-Systems reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized internet sites.

RESOLUTION: If the Products are proven to be defective during the applicable warranty term, the Owner’s exclusive remedy and the sole obligation of Schluter-Systems, at its election, shall be to (a) repair or replace the failed Products or (b) pay an amount not to exceed the original cost of the Products verified to be defective in the event Schluter-Systems is unable to provide replacement and repair is not commercially practicable or cannot be timely made.

EXCLUSIONS FROM COVERAGE: THIS LIMITED WARRANTY EXCLUDES AND IN NO EVENT SHALL SCHLUTER-SYSTEMS HAVE ANY LIABILITY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, ARISING OUT OF OR OTHERWISE CONNECTED TO THE FAILURE OF THE PRODUCT, REGARDLESS OF ANY STRICT LIABILITY OR ACTIVE OR PASSIVE NEGLIGENCE OF SCHLUTER-SYSTEMS, AND REGARDLESS OF THE LEGAL THEORY, WHETHER IN CONTRACT, TORT, EXTRA-CONTRACTUAL OR OTHER. This Limited Warranty further excludes any loss or damage arising out of or otherwise connected to: acts of war, terrorism, fire, explosion, natural disaster, acts of God, any failure to comply with the Written Materials, intentional acts of destruction, misuse of or failure to maintain the Products, scratches, dents, corrosion or discoloration, variations of texture, color or shade from those on product samples, packaging materials or other marketing materials, or other causes unrelated to the Products.

This Limited Warranty is conditioned and will be considered null and void and Schluter-Systems will have the right to refuse any claims if: (a) the Products have been improperly stored or installed, or (b) the Products are subject to abusive or abnormal use, lack of maintenance, or used in a manner other than that for which the Products were designed or in any way contrary to the Written Materials.

DISCLAIMER: There are no warranties beyond this expressed warranty as stated herein. ALL IMPLIED WARRANTIES OR CONDITIONS ARISING BY OPERATION OF LAW, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (AS LIMITED TO SUCH PURPOSES AS DESCRIBED IN THE WRITTEN MATERIALS) ARE LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF SCHLUTER-SYSTEMS WILL BE ENFORCEABLE AGAINST SCHLUTER-SYSTEMS UNLESS IT IS SPECIFICALLY INCLUDED IN THIS LIMITED WARRANTY OR AUTHORIZED IN WRITING BY THE SCHLUTER-SYSTEMS TECHNICAL SERVICES DIRECTOR. Any oral or written description of the Products is for the sole purpose of identifying the Products and shall not be construed as an express warranty. The remedies contained herein are the only remedies available for breach of this Limited Warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State and province to province. Some States and provinces (which may include the Province of Quebec) do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Where any term of this Limited Warranty is prohibited by such laws, it shall be null and void, but the remainder of the Limited Warranty shall remain in effect. The disclaimers, exclusions, and limitations of liability under this Limited Warranty will not apply to the extent prohibited by applicable law (which may include the Province of Quebec). **No changes or modifications of any terms or conditions of this Limited Warranty are permitted unless duly authorized in writing by the Schluter-Systems Technical Services Director.**

For the most current information and materials regarding Schluter-Systems warranties and programs, please visit https://www.schluter.com/schluter-us/en_US/warranties.

TRANSFERABILITY: This Limited Warranty extends only to the Owner and is not transferable or assignable, unless approved in writing by the Schluter-Systems Technical Services Director or otherwise prohibited by specific state or provincial law (which may include the Province of Quebec).

EFFECTIVE DATE: This Limited Warranty shall supersede and replace any and all prior oral or written warranties, agreements, or other such representations made by or on behalf of Schluter-Systems relative to the Products or the use of the Products and shall apply to any purchase occurring on or after March 3, 2025.

MAKING A CLAIM: To make a claim under this Limited Warranty, the Owner must provide Schluter-Systems² with written notice within 30 days of any alleged defect in the Products covered by this Limited Warranty, together with date and proof of purchase of the Products, failing which this Limited Warranty shall be of no legal effect. Schluter-Systems reserves the right at its election and as a condition of this Limited Warranty to inspect the alleged failed and defective condition.

All U.S. Claims shall be sent to:

Schluter Systems L.P.
Attn: Warranty Claims Dept.
194 Pleasant Ridge Road
Plattsburgh, NY 12901

All Canadian Claims shall be sent to:

Schluter Systems (Canada) Inc.
Attn: Warranty Claims Dept.
21100 chemin Ste-Marie
Ste-Anne-de-Bellevue, QC H9X 3Y8

If you have any questions about whether a seller is authorized, call us at 800-472-4588 (U.S.) or 800-667-8746 (Canada) or email sellersupport@schluter.com.

¹ If there are any conflicting terms between any Written Materials, the most recently updated document shall be deemed to control.

² This Limited Warranty is limited to sales of the Products made in and intended for use in the United States and Canada. For the purposes of this Limited Warranty, Schluter Systems L.P. shall offer warranty coverage to Owners located in the United States, and Schluter Systems (Canada) Inc. shall offer warranty coverage to Owners located in Canada.