



May 1<sup>st</sup>, 2018

## **Warranty and Order Fulfillment Policy**

### **General Warranty:**

If any product or part proves to be defective within 12 months from date of shipment from the factory it will be repaired or replaced without any charge including freight costs when authorized. Costs resulting from the installation or removal of defective products are not covered under this warranty. Discolouration to stainless steel parts resulting from exposure to harsh environmental and / or chemicals are not considered to be defects in workmanship or material and are not covered under warranty.

### **Mirror Warranty:**

Frost Products Ltd is a leading manufacturer of mirrors for commercial and institutional installations. Frost offers vandal resistant channel frame, frameless, and Barrier free tilt designs. We offer standard float glass, tempered glass, laminated glass, and stainless steel face options. All Frost mirrors are covered under our standard complete product warranty. Mirror glass is conforming to GS12GD5A type 1B, guaranteed against silver spoilage for 10 years. Note; on tempered mirrors the tempering process may produce slight distortion in mirror reflection when viewed from a distance. Mirror back plate consists of shock resistant primary back combined with galvanized second back plate and vandal resistant mounting system. All stainless steel face mirrors use 20 ga. XL buff stainless steel reflective surfaces. Cleaning of mirrors is very important. Solid soils such as paint, excess edge sealant, felt buttons, tape, or adhesives should be razor-bladed off. Cleaning solutions should be mild, and preferable not contain ammonia, vinegar, bleaches, or solvents. Cleaning solutions should be used to dampen the wiping cloth. Do not spray directly on mirror. Spraying directly on a mirror can allow material to run down and provide a source of edge contamination. Damaged caused by cleaning solutions are not covered under warranty.

### **Hand Dryer Warranty:**

Frost's hand dryers come with a complete 5 year warranty from date of purchase. Motor assembly and all working parts must be kept clean from excessive dirt/dust and any form of foreign debris. Failure to maintain a unit may reduce performance and result in void of warranty.

### **Frost Order Fulfillment Policy:**

Frost requires 48 hours to process orders. We do our best to ensure all orders are shipped within 48 hours of receiving the order. We will try to accommodate rush orders, however we cannot guarantee products will be shipped prior to 48 hours from order receipt.