



NANAWO Exclusive Warranty

NANAWO offers a limited warranty for the following components of its products and components for a specified period. The limited warranty provided by NANAWO applies only to the original owner/end-user and is only valid for residential use; it is non-transferable to subsequent owners. NANAWO reserves the right to modify this limited warranty at any time, with the understanding that such modifications will not alter the conditions of the limited warranty applicable at the time of the relevant product sale.

Product Warranty Period

This limited warranty applies to NANAWO products purchased on or after September 1, 2024. NANAWO reserves the right to modify this limited warranty at any time, provided that the limited warranty in effect at the time of purchase is the applicable limited warranty for the purchased product. The warranty periods for specific products (for non-industrial, non-commercial, and non-business use only) are as follows:

Replacement Policy

One (1) Year Limited Warranty: Any part damaged due to quality issues can be replaced free of charge.

One (1) to Three (3) Years Limited Warranty: Glass and hardware components damaged due to quality issues can be replaced free of charge (excluding seals).

Beyond Three Years: Glass broken due to non-human causes can be replaced free of charge.

Exclusions

This warranty applies only to damage caused by product quality issues and does not cover the following: damage caused by human actions (e.g., scratches on glass or hardware). Any defects observed upon the initial receipt of the product must be reported immediately upon delivery for resolution.

Special Conditions

If glass is broken due to human impact, it will still be covered under this warranty. Please ensure proper care and maintenance of the product. If you have any questions or require warranty service, please contact NANAWO promptly.

This limited warranty extends for the specified period as long as the product remains in use at its original installation site. This limited warranty applies only to NANAWO® products purchased from authorized dealers in the United States. All warranty claims must be accompanied by proof of purchase from the original consumer (original sales receipt).



RESPONSIBILITIES OF OTHERS

Inspecting the unit prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defects or damage. Notices are placed on the unit and on the shipping carton advising the installer of this responsibility. In the event of a problem, the unit must not be installed. NANAWO is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation. Damage occurring in transit is the responsibility of the carrier. The user or installer **MUST** open the crate and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

STATE LAWS AND THIS WARRANTY

Except as expressly provided, there shall be no warranty or obligation, express or implied, oral, or statutory. No dealer or other person has the authority to make any warranties or representations concerning its products. In no event shall be held responsible for any such warranties or representations. Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state or province to province.

Warranty Service

To file a warranty claim the following information is required:

- Name, address and telephone number:
- Product model number :
- Complete description of problem (please note that additional information such as photos may be required to fully process your warranty claim) :
- PO, Invoice or original purchaser name:



NANA WO Contact Information

Email:

Mail Address:

Address: