

NOTICE OF WARRANTY FROM LEVINE BROS. PLUMBING LTD. (“LEVINE BROS.”)

Section 1. Warranty Coverage

1.1 Subject to the provisions of Section 1.2 herein, all products sold shall be covered for a maximum period of ninety (90) days from their date of installation.

1.2 Parts that are sold and installed by Levine Bros. on existing equipment, as the case may arise, shall be covered for a maximum period of thirty (30) days. Said coverage shall only apply in the event Levine Bros. recommendations, as the case may arise, have been respected by the Customer.

1.3 The aforementioned warranties apply only to the original purchaser of the product(s) in question and to the original location where they were installed. Said warranty is not transferable to third parties.

1.4 The aforementioned warranties are limited to one (1) replacement product.

1.5 Upon the expiration of the aforementioned warranty delays referred to hereinabove, it is incumbent upon the Customer to communicate directly with the manufacturer of the product(s) in order to avail itself of any other warranty from the said manufacturer that may exist.

1.6 If an exact replacement unit(s) is unavailable for whatever reason such as, but not limited to, changes in government standards, product has been discontinued by the manufacturer, backorder for an undetermined period, Levine Bros. agrees to provide a unit(s) or component part with comparable features.

Section 2. Claims Procedure

2.1 In this Notice all claims contemplated in this warranty document shall be communicated by the Customer to the service department at Levine Bros. at (514) 849-1368 #1 or by email to Levine Bros. at service@levinebros.ca within a maximum delay of thirty (30) days from the date the issue is discovered.

2.2 When making a claim, the Customer must provide Levine Bros. with the following information:

- name of product model(s)
- serial number(s)
- installation date(s)
- all other pertinent information regarding the product(s)
- proof of purchase in the event account and/or installation information pertaining to the product(s) is unavailable.

Section 3. Cases Where Warranty Does Not Apply

3.1 For defects or malfunctions resulting from failure by the Customer to properly operate and/or maintain the product(s).

3.2 In the event the product(s) has/have been moved and/or uninstalled and/or reinstalled and/or modified by a third party.

3.3 In the event damage to the product(s) and/or failure of the product(s) to operate is caused by fire and/or floods and/or freezing and/or other acts of God.

3.4 For products that have not been purchased from Levine Bros.

3.5 In the event the Customer has requested repairs to be effectuated by Levine Bros. on products that are at least ten (10) years old and/or in poor condition there shall be no warranty provided nor any liability to Levine Bros. in damages for any attempt by Levine Bros. to repair any product(s).

3.6 For damages resulting from the unblocking of a drain. As an example, when repairs are attempted to a backwater valve door stuck in the open position and/or resulting from an equipment jam. For purposes of clarity, there is no warranty for services rendered by Levine Bros. that pertain to the unblocking of any unit(s)/product(s).