



Vertigo Return Policy and Warranty Terms

Return Policy

If you are not 100% satisfied with your purchase, return the product for a full refund or exchange for another one. Any product returned must be in the same condition it was received and in the original packaging.

Warranty Coverage

Premises Innovations warrants the product Vertigo, to be free of all defects in material and workmanship for five years from date of installation. This warranty extends to the original buyer only.

Within this period of warranty, Premises Innovations will repair or replace, free of charge; any part proving defective in material or workmanship.

Warranty Exclusions

This warranty does not apply to any costs, repairs, or services for the following:

1. Service calls to correct the installation of Vertigo, or to explain usage of the product
2. Repairs necessitated by use other than typical home use
3. Damage resulting from misuse, abuse, accidents, alterations, or improper installation
4. Damage resulting from excessive external forces that exceed Vertigo's intended resistance

How to Obtain Warranty Service

In order to meet warranty service, Product must not fall in categories listed above as "Warranty Exclusions." Any of these actions results in expulsion of warranty, except for those in which states laws require Premises Innovations to assume liability.

Warranty claims must be made by contacting Premises Innovations within 5 years of installation date at original property owner's location.

Premises Innovations reserves the right to inspect damages to the product. Photo evidence may be requested as well as deliverance of product in question to Premises Innovations facility.

Notice to Buyer

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. IN NO EVENT SHALL PREMISES INNOVATIONS, LLC BE LIABLE FOR ANY INCIDENTAL, DIRECT, CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES, OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN TYPES OF DAMAGES INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

