

NW Natural Lighting & NNL Railings - Limited Installation Warranty & Return Policy

Fill out your Warranty Registration at: nwnaturallighting.com (Solatube & Retractable Screens Only)

Scope of Warranty – Solatube, Whole House Fan, and Solar Star Attic Fan

Northwest Natural Lighting (NWNL) warrants that the Solatube Daylight System(s), Whole House Fans(s) and/or Solar Star Attic Fan(s) was/were installed using accepted installation methods. NWNL also warrants that the installation was in accordance with Solatube International's installation instructions.

The two-year installation warranty begins on the date noted on the invoice.

Scope of Warranty - Retractable Screens and NNL Railings Products

NWNL warrants that the Retractable Screen System(s) and/or NNL Railing Products was/were installed using accepted installation methods. NWNL also warrants that the installation was in accordance with Manufacturer's installation instructions.

The one-year installation warranty begins on the date noted on the invoice.

Definition of Warranty Work

Warranty work, is defined as work that was performed by NWNL that was initially performed correctly and completely done, but becomes non-operational or dysfunctional within the warranty period.

NWNL's Responsibility under Installation Warranty – Solatube Products, Retractable Screens, & NNL Railings Products

NWNL warrants that it will perform all necessary labor to repair or replace all installation warranty items at no cost to the customer. NWNL will within a reasonable time act in good faith to help secure replacement product under warranty by manufacturer. The choice between repair and replacement is solely that of NWNL's, and NWNL must be provided the first opportunity to perform any warranty work; otherwise the owner's claim is waived. If a person/company other than NWNL performs or re-performs any work within the scope of this contract, then NWNL shall be relieved of obligations under warranty and the customer shall be deemed to have waived the benefits of the warranty.

Time for Filing a Warranty Claim - Solatube Products, Retractable Screens, & NNL Railings Products

Any claim under this warranty must be made within 30 days following expiration of the warranty period. Any cause of action based upon breach of contract, tort, warranty, or indemnification that is not filed within this time frame, is waived. Any claim asserted under the warranty is expressly limited to claim(s) made in writing and sent to NWNL during the warranty period.

Warranty is Non-Transferable - Solatube Products, Retractable Screens, & NNL Railings Products

This warranty is neither transferable nor assignable by either party. This prohibition of transfer and assignment applies not only to the transfer of rights to compel performance but also to the transfer of any claim or cause of action, including but not limited to claims for breach of contract, breach of warranty, tort, and indemnification. Any warranty work performed by NWNL does not extend the warranty period any further.

Exclusions - Solatube Products, Retractable Screens, & NNL Railings Products

This warranty does not cover damage due to improper handling, cleaning, re-roofing, replacement of doors, corrosive atmosphere contaminants (i.e. chemical fumes, pollution, and salt), volcanic ash, lighting, windstorm, tornadoes, or other acts of God, misuse or abuse, or other causes beyond the control of NWNL.

Disclaimer of Other Warranties

This warranty is made in lieu of all other warranties available under Washington or Federal Laws including any express or implied warranties of merchantability, habitability, and fitness.

Specific Exclusions for All Products (where applicable)

Solatube Daylighting System (material) | Condensation and any water damage resulting from condensation.

Retractable Screen (material) | Retractable Screen Mesh is not warranted from the manufacturer or NNL.

Products subjected to stress resulting from (i) localized application of heat, (ii) movement of the building, and /or building components, or (iii) expansion or contraction of framing members.

NW Natural Lighting Return Policy – Material Only Purchases

Merchandise can be returned with receipt up to 60 days after purchase; with materials in like new condition.

Returns after 60 days are subject to restocking fee of 20%. Returns after 120 days will not be accepted.

Returns are subject to inspection. | We cannot return individual pieces of a DIY Kit purchase.

Shipping Costs are non-refundable. | Extensions can be returned ONLY IF the inner liner is not removed.

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