

# Otto Environmental Systems North America, Inc.

## WASTE CONTAINER WARRANTY - RETAIL CONSUMER

### 1. Limited Lifetime, Non-Prorated Container Warranty

Otto warrants that they will meet applicable specifications and be free from defects in material and workmanship while in normal use for Life from the initial date of purchase. This warranty applies only to the original purchaser/owner and is nontransferable.

**DO NOT RETURN PRODUCT/PARTS TO RETAILER. Call the Otto Retail Customer Service Department at 800-795-6886.**

### 2. Exclusions From Warranty Coverage

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- 2.1 Misuse, abuse, neglect or improper handling or storage. Commercial or industrial use or mechanical collection methods are not covered by the limited lifetime warranty.
- 2.2 Improper assembly as per assembly instructions. This warranty is void if the structural product and/or parts supplied are altered or modified with non-Otto parts.
- 2.3 Normal weathering. See item # 3 below.
- 2.4 Damage caused by: insects, animals, rodents, use of force, improper handling, inappropriate use, abuse, general neglect, accidents, impact from foreign objects, vandalism, pollutants, painting, fading, or damage caused by storage above capacity limits are not covered by this warranty.
- 2.5 Accidents and Acts of Nature: Impact of foreign objects, fire to include hot ashes, earthquake, flood, lightning, hail, wind, heavy snow/ice/blizzard conditions, storm damage, hurricane, tornado or other casualty or Act of Nature.
- 2.6 Movement, distortion, collapse or settling of the ground or structure on which the product is installed.
- 2.7 Any other cause not involving manufacturing defects in the material supplied by Otto.
- 2.8 Improper maintenance and cleaning.

*Types of damages excluded from this warranty will be determined, each on its own merit, by an Otto warranty representative.*

### 3. Other Non-Warrantable Exclusions:

The products are not warranted against discoloration or other damage caused by air pollution (including but not limited to metal oxides or metallic particles), mildew, exposure to harmful chemicals or normal weathering from the elements. Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographical location of the products, the cleanliness of the air in the area, and many other influences over which Otto has no control. Notwithstanding anything set forth above, the products are **NOT** warranted against fading of the product due to normal weathering from the elements.

**OTTO MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, CONCERNING THE PRODUCT INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL OTTO BE LIABLE FOR INCIDENTAL, CONTINGENT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THIS WARRANTY. PLEASE NOTE THAT SOME STATES DO NOT ALLOW CERTAIN DAMAGE EXCLUSIONS.**

In the event of a manufacturing defect, proper documentation will be required. Submit your name, address and phone number along with proof of purchase, and photographs of defected product to the Otto Environmental address below or email to RetailCS@otto-usa.com. The end-user is responsible to read, understand and comply with the "Instructions for Use" molded into the product lid for those products that contain such instructions. Any defective supplier produced parts will be considered covered under this Limited Lifetime Warranty.

#### Otto Environmental Systems North America, Inc.

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