



## Warranty Summary

At Franklin Fixtures, we take pride in the craftsmanship and longevity of every fixture we build. Our warranties reflect our commitment to quality, reliability, and long-term value for our customers.

### **Bookstores and Libraries – 10-Year Warranty**

To support literacy and the important work of community spaces, all products we manufacture for bookstores and libraries are warranted to perform for 10 years from the date of shipment.

Evidence shows that our fixtures often last much longer. This long-term warranty allows our customers to treat their displays as lasting assets—fixtures that can function as long-term collateral in leased spaces and continue to serve their communities for decades.

### **General Customers – 5-Year Warranty**

Products manufactured by Franklin Fixtures and sold directly to general customers are warranted against defects in materials or workmanship under normal use for five (5) years from the date of shipment.

### **Contracts and Multi-Site Projects – 2-Year Warranty**

When working with general contractors, bid projects, or multi-site organizations, Franklin Fixtures may adjust the warranty term to meet the requirements of each project.

Unless otherwise specified, these projects are covered by a two (2) year warranty, and we always strive to exceed customer and bid requirements whenever possible.

### **What “Normal Use” Means**

“Normal use” means the fixtures are used as designed—within load limits, installed on sound structures, kept in suitable indoor environments, and handled appropriately during setup and daily use.

### **Warranty Transfers**

If fixtures are resold or moved to a new location, the remaining warranty may transfer; however, cosmetic damage from relocation—such as chips, nicks, or scratches—is not covered. Structural or manufacturing issues may still be reviewed on a case-by-case basis.

### **Our Limited Warranty**

If a Franklin Fixtures product is found to have a defect in material or workmanship, we will evaluate the issue and repair or replace the fixture as appropriate. Products not manufactured by Franklin Fixtures may be covered under their original manufacturer’s warranty.

For full terms, definitions, and coverage details, please refer to our Official Warranty or contact us anytime.

*Effective January 1, 2026*