

ENNAT WARRANTY

November 2025



This document describes the exclusive and non-transferable warranty provided by ENNAT to buyers of ENNAT Products (the “Products”). All other warranties, written or verbal, are excluded from the sales agreement.

1. Reliability Promise: For the first 24 months, ENNAT will replace any component that becomes non-functional, regardless of the cause. If a part stops working, ENNAT will replace it, even if the damage results from misuse, excessive impacts, human error or repeated collisions.



Functional damage includes breaks, cracks, structural deformation, or any failure that prevents the component from performing its intended purpose. Cosmetic issues such as scratches, dents, paint abrasion, or discoloration are not covered. Corrosion or rust on non-galvanized metal components is also excluded.

To request a replacement, the customer must send a short description and a photo of the damaged component and the replacement will be shipped within 48 hours, at ENNAT’s expense.

This Promise applies exclusively to ENNAT-manufactured components and is associated individually with each PO, installation phase, or project area.

2. Installation Warranty: For Products installed by ENNAT-certified teams, ENNAT guarantees correct assembly and anchoring for 6 months. If a problem is caused by improper installation, ENNAT will reassemble, re-anchor, repair, or replace the affected components at no cost.

3. Exclusions: This warranty does not cover damage caused by external events unrelated to normal warehouse or industrial operations, including but not limited to: fire, flooding, earthquakes, hurricanes, building structural failures, theft, or vandalism by third parties outside the customer’s operations.

This warranty also does not cover aesthetic damage, normal wear, color fading, or corrosion and rust on non-galvanized steel components.

4. Limit of Liability: ENNAT’s liability under this warranty, or otherwise in connection with the product, is strictly limited to the purchase price paid by the buyer for the product or service.

Under no circumstances shall ENNAT be held responsible for damage to the protected assets, including machinery, infrastructure, or personnel, even in cases where such damage occurs from an impact within the resistance limits of the product.

ENNAT or its authorized distributors shall not be liable for consequential, special, or indirect damages or losses, including but not limited to business loss, loss of use, anticipated profits, contracts, revenues, goodwill or brand value, expected savings, data or data use, product recall expenses, or reputational damage.