

CUSTOM IRON WARRANTY

At Custom Iron Inc (CUSTOM IRON), we take pride in the quality of our work. With proper installation and maintenance, our products should provide you with many years of enjoyment.

CUSTOM IRON warrants our Products, excluding coatings, to be free from defects in material and workmanship for a period of two (2) years from the date of shipment.

CUSTOM IRON warrants our COATINGS (finishes such as paint and powder coat) to be free from defects in material and workmanship for one (1) year from the date of shipment.

CUSTOM IRON will replace or repair, at our discretion, any damaged or defective part during the warranty period. Replacement Product will be provided, freight prepaid, to the address that the original order was shipped to.

In no event shall CUSTOM IRON's total liability for any or all warranted claims exceed the actual amount, excluding freight, which is invoiced to CUSTOMER.

Within this document the following designations will apply:

- OWNER refers to the owner of the property where the Product is installed.
- CUSTOMER refers to the party that is invoiced by CUSTOM IRON.

This warranty is provided to both the OWNER and to the CUSTOMER. The warranty specified herein is in lieu of any and all other warranties expressed or implied.

What Is Not Covered

- Consequential, incidental, special or indirect damages of any kind. Damages not covered include, but are not limited to, loss of time, inconvenience, loss of income from use of said product, or any fees incurred by OWNER and/or CUSTOMER relating to any warranted claims.
- Labor and other expenses related to removal or replacement of Product.
- Freight damage, water damage, abuse, general maintenance, neglect and/or incorrectly installed materials.
- Defects in installed Product when those defects were evident when the Product was unpacked.
- Products not specifically fabricated for exterior use and noted as such on the sales document(s) that are installed outside will not be covered by this warranty.
- Defects to any unfinished wood products that are not reported within 48 hours of receipt of shipment.
- Alteration, adjustment, or modification to Custom Iron Products without prior written authorization from Custom Iron.
- Surface damage to installed, coated products. All coated products must be handled with care during installation to prevent damage to the surface.
- Normal wear. Spiral stairs and other products must be properly maintained. Expect normal wear.

OWNER'S OBLIGATION

To insure appropriate corrective action is taken, OWNER will provide reasonable access for inspection and/or OWNER will supply photos of the Product at the discretion of CUSTOM IRON.

Upon request of CUSTOM IRON, OWNER will package and assist with shipment of defective product to CUSTOM IRON. CUSTOM IRON will pay freight costs of defective Product.