

DekPro™ Aluminum Balusters Limited Lifetime Warranty

DekPro Manufacturing Aluminum balusters are warranted to be free from defects in material and workmanship. Its powder coat finish, when subject to normal and proper use, is further warranted against surface peeling, cracking, or blistering for residential applications.

Terms, Conditions, Limitations:

1. DekPro Manufacturing's sole liability and the owner's only remedy shall be as follows:
 - If a problem occurs, DekPro Manufacturing, at its sole discretion, may elect to either repair or replace the defective item or provide reimbursement limited to cost of materials at time of purchase. Due to normal weathering and aging of materials, it may not be possible to match the colors of the original and new materials, therefore DekPro Manufacturing is not responsible for color differences that may occur. Additionally DekPro Manufacturing will not be responsible for discontinuance of any colors.
2. DekPro Manufacturing warrants only those items manufactured and sold under the DekPro brand. This limited Lifetime Warranty extends only to the original purchaser according to the specific terms herein. DekPro Manufacturing shall not be liable for and this warranty does not apply to any terms, failure, defect or damage resulting from the following:
 - Defects not caused by DekPro Manufacturing (Example, but not limited to: misuse, accidents, improper installation or improper application.)
 - Product that has been painted or surface treated or cleaned with other than approved chemicals or exposed to corrosive environments.
 - Products subject to damage by foreign objects , tornado, hurricane, storms, fire, air pollution, normal weathering of surfaces, abnormal discoloration due to improper maintenance or any other acts of God.
 - Improper installation or defects caused by their installation.
 - Products that have been damaged by exposure to salt water conditions when installed within 2 miles of salt water oceans.
 - DekPro Baluster Limited Lifetime Warranty shall only be applicable for baluster products. Other DekPro branded products are covered by specific and separate warranties.
 - Products sold, shipped or installed outside of the Continental United States shall have a limited duration of coverage to 10 years from date of purchase.
3. Should there be a defect that limits the use of the railings DekPro Manufacturing will not be responsible for or held liable for loss of use of the railing or any consequential costs. DekPro Manufacturing's only liability is for the repair or replacement of the defective baluster covered under warranty.
4. DekPro Manufacturing will not be responsible for labor and material cost including removal, disposal and reinstallation of the warranted product.
5. DekPro Manufacturing will not be required to honor this warranty
 - If the product has been modified, altered, or changed in any way at time of installation or thereafter that is contrary to the installation instructions or good building practices.
 - The product was not installed to the most current, published standards set forth from DekPro Manufacturing.
 - A representative has not been given reasonable access to the property and opportunity to investigate any claim made.
 - If invoices for installation supplies and services have not been paid in full. Proof of purchase must be presented to obtain warranty coverage.
 - If the Care and Cleaning Guide have not been adhered to.
6. Claims made under this warranty must be made within 30 days of the discovery of the problem. The claim must be submitted in writing to address below, including a copy of the purchase contract/receipt and a copy of the original package label. Claims shall be covered as follows:
 - Warranty Refund Proration:

Percentage of Original purchase price	Years since purchase
100%	1-10
75%	11-15
50%	16-20
25%	21 or more

7. To the extent allowed by the laws of each State or Province, the remedies provided under this warranty state the limits of DekPro Manufacturing's responsibility. No representative has the authority to make any representations other than those stated herein. Any and all disputes arising under the warranty whether as to interpretation, performance, or otherwise, shall be subject to the exclusive jurisdiction of the courts of each State or Province.
8. This warranty is for the exclusive benefit of the original purchaser and is not assignable or transferable.
9. It is the responsibility of the Owner to maintain the balusters and accessories in accordance with the current Care and Cleaning Guidelines on the DekPro website – www.DekProMfg.com
10. DekPro Manufacturing is responsible for the remedy of its affected materials relating to the problem. The installation company is responsible for the workmanship and may facilitate any necessary and related claims and repairs.
11. Claims address: DekPro Manufacturing Inc., Warranty Claims, P.O. Box 18566, Minneapolis, MN 55418