



# RAILING PRODUCTS LIMITED WARRANTY

**ELIGIBILITY:** DekPro Prestige Aluminum Railing System is pleased to extend this Warranty to you, the original consumer or end user of DekPro's railing product. This Warranty is valid for DekPro's railing product used in standard residential, \*multifamily and commercial applications in the United States and Canada. This warranty may not be assigned or transferred by you. (\*Multi-Family and Commercial is limited to 10 year prorated warranty)

**LIMITED WARRANTY:** Warrantor, at its sole option, will replace or refund the (*purchase price, DEFINED as manufacturer original invoice*) from DekPro. Where the coated surface is chipping, cracking, or peeling. *Installations located within one (1) mile of coastal shoreline \*\*salt water are limited to the first ten years from date of purchase prorated (\*\*see chart below).* Warrantor shall have no further liability or obligation except as expressly stated herein. If a claim is made under this Warranty on a product that is no longer available, Warrantor reserves the right to provide a similar product of equivalent quality and value.

**TWENTY YEAR RESIDENTIAL REPLACEMENT WARRANTY:** If DekPro's railing product is proven to be defective and eligible for replacement or refund under the terms of this Warranty and was installed in strict accordance with the installation instructions, Warrantor will provide, in addition to replacement product or a refund of the original purchase price. Replacement Costs will be prorated as set forth in the "Prorated Refund Schedule" and based off the reasonable and customary Replacement Costs on the date of the *purchase price*. This amount shall not be adjusted for inflation. Replacement Costs shall not include the cost of the freight and permits required or obtained in connection with installing replacement products. Installations located within one (1) mile of coastal shoreline \*\*salt water are limited to the first ten years from date of purchase prorated (\*\*see chart below).

RESIDENTIAL Prorated Replacement Refund Schedule			
Years since Purchase	% Purchase Price Covered	Years since Purchase	% Purchase Price Covered
Years 1-9	100%	Years 15-18	50%
Years 10-14	80%	Years 19-20	30%

**TEN YEAR YEAR (Prorated) MULTI-FAMILY/COMMERCIAL REPLACEMENT WARRANTY:** If DekPro's railing product is proven to be defective and eligible for replacement or refund under the terms of this Warranty and was installed in strict accordance with the installation instructions, Warrantor will provide, in addition to replacement product or a refund of the original purchase price. Replacement Costs will be prorated as set forth in the "Prorated Refund Schedule" and based off the reasonable and customary Replacement Costs on the date of the *original purchase price*. This amount shall not be adjusted for inflation. Replacement Costs shall not include the cost of the freight and permits required or obtained in connection with installing replacement products.

Multi-Family/Commercial & **Salt Water Prorated Replacement Refund Schedule (*Railing and Fencing installed within one mile of coastal salt water)			
Years since Purchase	% Purchase Price Covered	Years since Purchase	% Purchase Price Covered
Years 1-2	100%	Years 7-8	40%
Years 3-4	80%	Year 9	20%
Years 5-6	60%	Year 10	10%

- LIMITATIONS ON WARRANTY:** The Warranty does not apply to any product that:
- Is damaged by physical abuse, acts of God, acts of war, exposure to acid rain, abrasive elements (including sand abrasion) or other chemical or biological factors.
  - Has not been installed or maintained in accordance with Warrantor's installation and or care maintenance instructions (see attachment, Cleaning Guidelines).
  - Has been abused or placed under or subjected to abnormal residential/commercial use conditions.
  - Has been used, modified, or otherwise treated in any manner other than as intended by Warrantor.
  - Has been stored improperly prior to installation, resulting in excess exposure to moisture.
  - Has been subjected to welding, bending drilling, cutting or other fabrication not called for in Warrantor's installation guidelines.
  - Has been exposed to a corrosive environment, including the use of adhesive tapes, sealants or mastics in direct contact with the coated product.
  - Has been improperly installed with non-supplied fasteners or not using proper gaskets for contact with dissimilar metals (corrosion).
  - Railing Product installed within one (1) mile of any coastal salt water must be regularly cleaned in strict accordance with the guidelines & frequency of DekPro's Cleaning Guidelines, and a log kept recording such cleanings (provided).

Manufacturer's liability is discharged upon delivery of material to site. Manufacturer will not be responsible for cost of removal, reinstallation or transportation. Manufacturer is not responsible for accidental and consequential damages.

DekPro reserves the right to request return of the railing [transportation charges prepaid approval] for the purpose of inspecting the material to determine the validity of the claim. Upon validation of a claim by DekPro, replacement will be made from the factory only for material which will be returned to the factory—DekPro Prestige, 2124 Grand Commerce Drive, Howell, MI 48855—transportation prepaid. Material must not be returned to the factory without prior authorization from DekPro.

Failure to follow any restrictions or warnings supplied with the Railing Product shall make the Warranty null and void and of no further effect. Warrantor reserves the right to investigate any claim and to inspect any product, as installed prior to disassembly or demolition, for which a claim is made. Any construction or use of this product must be in accordance with all local zoning and/or building codes.

The Consumer assumes all risk and liability associated with the installation or use of this product.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

**WARRANTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR OWNERSHIP OF THIS PRODUCT.**

The limited warranties expressly provided in this document are the only warranties given on the Product and are in lieu of all other warranties, and DEKPRO expressly disclaims all other warranties of any kind, whether express or implied, including without limitation, the implied warranties of merchantability and fitness for a particular purpose or intended use. Purchase and installation of the Railing Product is acceptance of the terms of this Warranty.

Code compliance and applicability for intended usage is the responsibility of purchaser. In cases where purchaser is a non-living entity (i.e. Governments, Municipalities, Corporations or Commercial Operations) the limited warranty will be for a period of 10 years. The above constitutes the complete warranty by the manufacturer and no other agreement, written or implied, is valid. This guarantee is not transferable.

This warranty does not include components or processes, such as decking, railing and powder coating manufactured/applied by other suppliers or third party applicators. For those components/applcators, that manufacturer's warranty, if any, will apply.

**DEKPRO CLAIM PROCESS:** To make a claim under this Warranty to receive replacement product, the original owner must, within 90 days of actual or constructive notice of damage covered by this Warranty, do the following:

1. Prepare a letter that includes the following information:
  - A list of the number of pieces and the size of each piece for which the claim is made.
  - Proof of Purchase of the product, as shown on the original invoice and pictures.
  - Proof of Warranty, as evidenced by the original product label, or a copy of the mark on the product.
2. Mail the above information to: **DEKPRO Warranty Corporation, 2124 Grand Commerce Rd. Howell, MI 48155**

**THERE ARE NO OTHER WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. WARRANTOR DOES NOT MAKE ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF THE PRODUCT FOR A PARTICULAR PURPOSE.**

**MAIL WARRANTY REGISTRATION CARD TO:**

Railing Registration, 2124 Grand Commerce Dr., Howell MI 48855 Or go to: [www.railingregistration.com](http://www.railingregistration.com)

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**Purchaser Name**

\_\_\_\_\_  
**Installing Contractor**

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Street Address

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City / State / Zip

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City / State / Zip

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Phone / Email

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Phone / Email

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Date of Installation

\_\_\_\_\_  
**Dealer Info**

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
**MFG Lot**

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Phone / Email

