

WARRANTY POLICY

1-Year Limited Warranty

Limited Warranty Inclusions

FSL Design warrants its metal products (Custom Rails, 'Standard Design' Rails, Interior rails and Exterior rails, Canopies, Awnings, Signs, Stairs, Ladders, Window Well Grates, Sheet Metal, Bollards, Corner Guards, Embeds, etc.) to be free from manufacturing defects in material and workmanship to the original consumer purchaser for a period of 1 year from the date of purchase. This warranty covers the following situations:

- **Finish Defects:** This includes defects in paint, metal, powder coating, blackening, galvanizing, oil rubbed, and clear finishes.
- **Defects in Material or Metal Itself:** This covers situations where there are defects in the material or metal itself, such as missed welds, incorrect fabrication, deviations from the provided drawings, or welds breaking.
- **Installation:** This includes incorrect installation, including failure to achieve plum level square, installation in the wrong location, or any installation issues that adversely affect the building. Furthermore, if any leftover material from the installation damages the building, or if there are defects in the installation process leading to problems such as improper sealing of fasteners causing water intrusion, such claims will be addressed through our insurance.
- **Building Code Violations:** If the metal products violate building codes, this warranty will cover such situations as well.

Limited Warranty Exclusions

This warranty does not cover damage caused by:

- **Abnormal or improper use**
 - Climbing on the metal product, unless it is intended to be climbed on.
 - Slamming into or using excessive force with the metal product.
- **Accidents.**
- **Alterations to the original product.**
- **Neglect.**
- **Damage by lawn care equipment.**
- **Abrasion, harsh chemicals, pool chemicals, snow/ice removal chemicals, air pollutants.**

- Improper or lack of service.
- Damage caused by fire, flood, or acts of God.
- Corrosion from cuts, scratches, dents, or nicks.
- Products located within 1 mile of any coastline or in direct contact with saltwater.

Method of Placing a Claim

The original customer purchaser must contact FSL Design at warranty@fslidi.com to obtain necessary warranty approval documents and instructions on how to file them. All warranty claims must include the original proof of purchase receipt for consideration.

FSL Design will notify the original consumer purchaser directly regarding the approval or denial of the claim. Scheduling of the repair or replacement work will take place after approval and lead time is subject to existing company workload.

Conditions and Exclusions

- Cleaning and care instructions must be followed as provided.
- This warranty is not transferable.

Legality

FSL Design makes no other express warranties and does not authorize any other person or agent to make any other express warranties. FSL Design neither assumes nor authorizes any other liability or obligation in warranty, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose with respect to their products. In no event shall FSL Design be liable for any consequential, special, or incidental damages arising out of or connected with the purchase or use of their products or for any breach of warranty. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. This warranty is applicable only to systems installed within the continental United States.