



WARRANTY AND RETURNS

LIMITED WARRANTY:

SP1 Fittings, Inc. provides a one-year warranty for its products, ensuring they are free from manufacturing defects in material and workmanship when used properly under normal conditions. This warranty applies only when the products are used for their intended purposes.

The warranty does not apply to products that have been altered, repaired, improperly used, stored outdoors, or subjected to misuse, negligence, accidents, or incorrect installation and procedures.

The warranty excludes labor costs and other expenses related to the installation or repair of the product.

SP1 Fittings, Inc. will only cover replacement of the defective item under this limited warranty.

The total liability of SP1 Fittings, Inc. will not exceed the original purchase price of the defective product.

SP1 Fittings, Inc. is/will not be responsible for any indirect, incidental, special, or punitive damages, including loss of profit or business opportunities, even if the company was aware or should have been aware of the potential for such losses. The buyer is responsible for all costs related to removal, reinstallation, and shipping associated with the warranty replacement.

SP1 Fittings, Inc. is not liable in any way for shipping delays caused by third-party carriers or errors in the shipping of materials and/or equipment.

Any claims regarding shortages or damages due to shipping must be submitted in writing to SP1 Fittings, Inc. within five business days of receipt. The buyer must document any damage or loss on the Bill of Lading and provide a signed delivery receipt from the carrier. The carrier is responsible for any damages or loss during transit.

To process a warranty claim, the buyer must follow the standard investigation procedures, including providing a sample of the product in question and completing the SP1 Fittings, Inc. Investigation Report Form. Failure to supply the necessary information and samples will invalidate any warranty.

Molded Fittings:

The Limited Warranty is applicable solely to operations that adhere to the specified conditions for which the butt fusion fitting was designed, and for typical, intended use. This warranty will be void if the failure of the fitting results from excessive operating or surge pressures, water hammer, exposure to abrasives like sand or grit causing wear, or the fusion of HDPE pipe materials with an SDR difference greater than 2 (such as from SDR 11 to SDR 17). Additionally, this warranty does not cover failures caused by improper fusion or handling prior, during, or following installation.

The purchaser is responsible for conveying the terms of this Limited Warranty to their customers.

Electrofusion Fittings:

Electrofusion fittings that require a voltage of 42V-48V must be installed using an Electrofusion processor from a recognized manufacturer that specifies coverage for those voltages. For Electrofusion fittings that demand more than 80 amps, please contact SP1 Fittings for recommendations. Failure to do so could void any warranties.

All SP1 Fittings, Inc. Electrofusion Fittings must also be installed using house power or a generator that produces clean power.

If the pipes are out of round, a Re-Round Clamp must be used to ensure proper installation.

Failure to correctly scrape, clean, and align the pipe during installation will void the limited warranty.

Adhering to the Electrofusion Installation instructions is essential, as non-compliance will render the Limited Warranty void. Electrofusion fittings must also be installed by trained and qualified personnel, and certification from a recognized provider/manufacture, especially for large-diameter fittings.

Failure of the above or ability to provide proof of proper installation, training, or certifications, will void all warranties.

Contact us for a list of recommended providers of fusion training, certification, or fusion equipment. Please note that these are only recommendations based on accreditations listed on the Poly Pipe Institutes listings and that SP1 Fittings, Inc. is in no way affiliated or responsible past the sale of the fittings.

PRODUCT RETURNS:

All returns must receive prior approval from SP1 Fittings, Inc. by contacting our sales/customer service.

To initiate a return, customers must contact our Customer Service department to obtain an authorized RGA (Return Goods Authorization) form. Once approved, the RGA form will be emailed, including a list of returnable items, any applicable restocking fees or credit details, and shipping instructions (if necessary).

A copy of the RGA form must be included with the returned shipment to ensure proper credit processing.

Important Return Policies:

Products that have been stored outdoors will not be accepted.

Electrofusion items must remain in their original, sealed plastic packaging.

All materials must be clean, unused, and in resalable condition.

Standard Stock Item Returns:

A restocking fee applies based on the return timeframe:

25% restocking fee for returns within **1-30 days**

35% restocking fee for returns within **31-180 days**

50% restocking fee for returns within **181-365 days**

Returns will **not** be accepted beyond 1 year (**365 days**) from the original purchase date.

Customers are responsible for all return freight charges. If the original order was shipped under Full Freight Allowed (FFA) terms, the initial freight cost will be deducted from the credited amount.

Non-Stock & Custom Orders:

Most **non-stock or custom-ordered** products are **non-returnable and non-cancelable**.

Any item not classified as a standard stock product must receive factory approval before being accepted for return.

For approved returns, freight instructions will be provided on the RGA form issued by our Sales/Customer Service department.

Email: Sales@SP1Fittings.com
Or Service@SP1Fittings.com