

WARRANTY FOR HARDSCAPE PRODUCTS

The Warranty for Hardscape applies to all hardscape products including tree grates, trench grates, and detectable warning plates. The Warranty for Hardscape Products does not apply to any of the Company's bollards, bike parking, wheels, or custom castings products. For warranty details on bollards and bike parking products, see the Warranty for Bollards and Bike Parking Products. For warranty details on wheels and custom castings, see the Warranty for Wheels and Custom Castings.

Warranties are subject to change without notice. Actual product warranties are provided at time of purchase.

Reliance Foundry Co. Ltd. (herein "the Company") warrants the following:

- Tree grate and trench grate products be free from defects in material and workmanship for one (1) year from the date of invoice from the Company
- Detectable warning plate products be free from defects in material and workmanship for five (5) years from the date of invoice from the Company

Noted exceptions:

- This warranty does not cover paint or powdercoat finishes
- This warranty is only valid if products have been subjected to normal use of the purpose for which the goods were designed; have not been subject to misuse, negligence, or accident; and have not been modified, altered, or repaired by persons other than the Seller or Seller's designees in any respect which in the judgement of the Seller affects the condition or operation of the Products
- Seller neither assumes nor authorizes any employee, distributor, representative, agent, or other person to assume for Seller any other liability in connection with the sale or use of the products sold and there are no oral agreements or warranties collateral to or affecting these Terms or any order hereunder

The Company will at its option repair, replace, or refund the purchase of defective products—excluding shipping, handling, or any installation costs incurred by the Customer. For warranty claims to be honored, the Customer shall be responsible for the following:

- Provide records to establish identification of products involved in this claim
- Allow the Company or its representative access to place where product is installed for purpose of examining product and installation

Warranty excludes damage due to the following:

- Failure to observe the Company's instructions regarding shipping, storage, handling, assembly, installation and/or maintenance
- Exposure to chemical fumes, acid rain, salt, salt spray, standing water, or other corrosive conditions
- Scratching, abrading, misuse, abuse, impact, natural disasters, explosions, fire, traffic accidents, or another cause beyond the Company's control

Warranty is extended solely to the Customer who purchases products from the Company and is not transferable. The Company is not responsible for incidental or consequential damages. The Company is not bound by verbal, implied, or inferred warranties unless agreed to in writing.

The Company provides instructions, specifications, and resources that outline the proper care and use of its products. The Customer is responsible for adhering to the instructions and specifications for storage, installation, and use of the Company's products. Product documentation can be sourced online or obtained from the Company during regular business hours. Unless given written consent, the Company is not responsible for the condition or functionality of any product that has been modified or altered.