

Inter-Fab, Inc. Warranty Policy

Please refer to the limited warranty for warranty expiration information.

To begin a warranty replacement, please provide the following information – without this the warranty will not be processed.

Warranties will not be covered if they fall under any of these circumstances;

- 1) Product is installed on an above ground pool or wooden deck
- 2) Product is installed on a commercial application when it is residential only.
- 3) Product is installed incorrectly.

Serial Number

All of our products contain a serial number. Our serial stickers are white and 1” long. They are located on the underside of most of our products with the exception of rails where it is located on the underside of the inner most bend. This is important to track down the date of manufacture.

Pictures

The picture must show the entire product from a distance. We require a close up of the actual damaged area.

Proof of Purchase

This includes any sort of receipt containing the product, who the purchaser is, and who it was purchased from.

Proof of purchase is a good way to let us know exactly what product was purchased. In some cases when the proof of purchase does not contain this information, we ask that you please describe the product that you have and what color it is. If you are unsure please refer to our website <http://www.interfab.com> for our products and color samples.

Description

A detailed description of the problem will in most cases help us identify any problems.

Submittal

Warranty claims can be submitted via;

- 1) Our website: <http://www.interfab.com>
- 2) E-mailed: warranty@inter-fab.com
- 3) Mailed: Inter-Fab Inc
3050 S. Alvernon Way
Tucson, AZ 85713
- 4) Faxed: Attn: Warranty
(520) 790-7127

Please understand that Inter-Fab makes any final decisions pertaining to a warranty claim.

For Distributors

We need your vendor claim form along with the original purchase order number.

Freight damage claims will not be covered if they are an inner-branch transfer.

Warranty will be covered for the damaged piece only. Please do not scrap an entire product - without notifying the warranty department - because one piece is bad.

Please be sure to inspect product upon arrival and note any damage on the Bill of Lading.