



1-800-565-2165

Warranty/Return Policy

WARRANTY

Seller warrants Goods manufactured by it will be free from defects in material and workmanship for one (1) year following the date of shipment. If any of the Goods are found by Seller to be defective, such Goods will, at Seller's option, be replaced or repaired at Seller's cost. The parties hereto expressly agree that Buyer's sole and exclusive remedy against the Seller shall be for the repair or replacement of defective Goods as provided herein. The sole purpose of the stipulated exclusive remedy shall be to provide the Buyer with free repair and replacement of defective Goods in the manner provided herein. The exclusive remedy shall not be deemed to have failed of its essential purpose so long as the Seller is willing and able to repair or replace defective Goods in the prescribed manner. No affirmation of Seller, by words or action, other than as set forth in this warranty shall constitute a warranty or become the basis of the bargain between Seller and Buyer. Goods which may be sold by Seller but which are not manufactured by Seller are not warranted by Seller, but are sold only with the warranties, if any of the manufacturers thereof. This warranty does not cover labor or other costs or expenses to remove or install any defective, repaired or replaced Goods. Seller's warranty does not apply to any Goods which have been subjected to misuse, mishandling, misapplication, neglect (including but not limited to improper maintenance), accident, improper installation, modification (including but not limited to use of unauthorized parts or attachments), or adjustment of repair performed by anyone other than Seller or one of Seller's authorized agents. Any claim by Buyer with reference to the goods sold hereunder shall be deemed waived by the Buyer unless submitted in writing to Seller within ten (10) days following the date Buyer discovered or by reasonable inspection should have discovered any claimed breach of the foregoing warranty. Any cause of action for breach of the foregoing warranty shall be brought within one year from the date the alleged breach was discovered or should have been discovered which ever occurs first.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE NOT EXPRESSLY SET FORTH HEREIN.

RETURN POLICY

If for any reason, you are not satisfied with any standard product you receive from us, please let us know within 30 days of receipt of your order. All items to be returned must be authorized, and assigned an RMA number by Tri-Arc Manufacturing. We **will not accept** any Returns without a Tri-Arc issued RMA number. All items must be returned in original packaging (or a reasonable substitute) and prepaid, within a 15 day period of RMA issue. A 20% re-stocking fee will be applied to all standard items, 30% on all non-standard items (i.e. deep top platforms, etc). All custom fabricated items are non-returnable.

LADDER INSPECTION PROCEDURE

Shipments made are FOB factory. Each product has been inspected before shipment. Consignee is responsible to inspect material at time of delivery, and should refuse shipment or make written notice to carrier upon receipt of damaged materials. Carriers will not accept claims if damage is not noted at time of delivery.

Contact: Ron Schwartz, Vice President
email: ron@tri-arc.com

390 Fountain Street, Pittsburgh, PA 15238
Toll Free 800-565-2165 Fax 800-530-8329