



NUVO IRON™ GALVANIZED STEEL BALUSTER LIFETIME LIMITED WARRANTY

We firmly stand behind our products. If you experience any issues after product purchase, we will gladly review your submission claim and take the appropriate action for next steps to help resolve the issue.

APPLICABILITY

This lifetime limited warranty is valid for Nuvo Iron™ Galvanized Steel balusters (railing product) used in standard residential applications.

We, at our sole option, will replace or refund a prorated portion of the purchase price for any Nuvo Iron™ galvanized steel railing product used in a deck/railing application where the coated surface blisters, cracks, peels or flakes. We will also, at our sole option, replace or refund a prorated version of the purchase price for any manufacturing defects in any Nuvo Iron™ galvanized steel decking/railing product.

- This warranty does not cover damage as a result of misuse, alterations, neglect, normal weathering, fading, chalking or scratching caused by corrosive atmospheric contaminants (e.g. pollution). Natural events, general wear-and-tear, anomalous issues or acts of God such as lightning, windstorms, tornadoes or volcanic ash are not covered by this warranty. Natural and/or man-made chemicals including sulphur and sodium are similarly not covered by this warranty.
- This warranty is solely applicable to the original purchaser and is not transferable under any circumstances.
- Failure to properly care for your Nuvo Iron™ baluster, as outlined above, will render the manufacturers warranty null and void.
- Nuvo Iron™ warrants that the product shipped by Nuvo Iron™ to its Dealers and Retail Partners is free from damages caused by freight and transportation. It is the responsibility of the Nuvo Iron™ Dealer and Retail Partner to thoroughly inspect all products received and report any damages within 36 hours of receiving the products. Nuvo Iron™ does not warrant any damages caused by freight or transport from the Dealer or Retail Partner to the end customer.
- Should there be a defect in the baluster, which limits the use of the railing system and its surroundings (i.e. deck), Nuvo Iron™ will not be held liable for the loss or any costs that ensue. Nuvo Iron™ is only liable for the replacement of the defective part (s) of the baluster.
- All warranty claims must be submitted exclusively in writing, accompanied by original sales receipts/equally valid proof of purchase, proof of installation and quality pictures of the issue. Nuvo Iron™ reserves the right to inspect and approve all receipts as well as proof of installation, photographs and inspect and conduct tests on all systems and materials involved in the claim.



- Is damaged by continuous exposure to saltwater/coastal conditions when installed within one (1) mile or 1.6 kilometers of any coastal saltwater.
- Has not been prepared in accordance with Warrantor’s guidelines and local building codes.
- Has been stored improperly prior to installation, resulting in abnormal exposure to moisture.
- Failure to comply with any, or all, of the terms, limitations and conditions will immediately render this warranty null and void. Nuvo Iron™, consequently, will not be held liable for any losses.
- Failure to follow any restrictions or warning supplied with the product will immediately render this warranty null and void and of no further effect. We reserve the right to investigate any claim and to inspect the materials for which the claim is made. Any construction or use of the product must be in accordance with local zoning and/or building codes The Consumer assumes all risk and liability associated with the construction or use of this product. The Consumer or Contractor should take all necessary steps to ensure the safety of everyone involved in the project, including, but not limited to, wearing appropriate safety equipment.

Nuvo Iron shall not be liable for any incidental or consequential damages arising out of the use or ownership of this product.

PRORATED REFUND SCHEDULE

<u>PERCENTAGE OF ORIGINAL PURCHASE PRICE</u>	<u>YEARS SINCE PURCHASE</u>
100%	1 - 7
50%	8 - 10
25%	11 or more

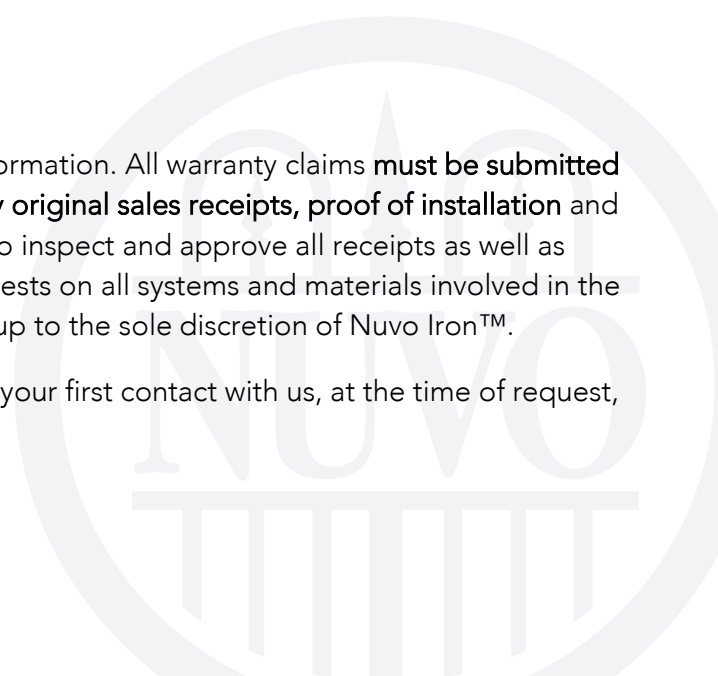
COASTAL AREAS

This does not cover damage caused by continuous exposure to saltwater conditions when installed within one (1) mile or 1.6 kilometers of any coastal saltwater.

MAKING A CLAIM

The claim process begins with the provision of necessary information. All warranty claims **must be submitted exclusively in writing** (by email is preferred), **accompanied by original sales receipts, proof of installation and quality pictures of the issue**. Nuvo Iron™ reserves the right to inspect and approve all receipts as well as proof of installation, photographs and inspect and conduct tests on all systems and materials involved in the claim. Note: The reimbursement approval is situational and up to the sole discretion of Nuvo Iron™.

Providing the additional supporting information below from your first contact with us, at the time of request, will help speed up a justified reimbursement/replacement.



1. A list of the number of pieces and the size of each piece for which the claim is made.
2. Proof of purchase, as shown on the original invoice or receipt.
3. Proof of warranty, as evidenced by the original UPC or end-tag from the product.
4. Name (First & Last)
5. Mailing address
6. Phone number

WHERE TO SUBMIT

Please provide this information to info@nuvoiron.com

*The above must be completed within ninety (90) days of the actual or constructive notice of the damage covered by the warranty. The foregoing constitutes the terms and conditions of this Baluster Warranty in its entirety. It is only valid to the initial purchaser of the product and is not transferable under any circumstances.

