

Flagpole Limited Warranty

Your purchase includes the following limited warranty. This warranty is extended to the initial consumer end user only. Warranty registration is not required.

Flagpole & components: The entire flagpole & components are under warranty to be free from faulty materials and workmanship from the date of the original purchase for 2 years. This warranty is extended to the life of the flagpole as long as the consumer continues to purchase flags annually from Flag Outlet. When regular annual flag purchases cease, flagpole warranty will cease at that same time.

Transportation charges for any flagpole or attachment are the sole responsibility of the purchaser. Transportation charges for any part submitted for replacement under this warranty must be paid by the purchaser.

General wear and tear of flagpole & parts are covered under warranty.

Any normal wear and tear on flagpole finish is not covered under warranty.

If the flagpole or parts should break due to faulty materials or workmanship during the warranty period, the flagpole/part, respectively, will be replaced without charge to you, subject to the Conditions of Warranty at the discretion of Flag Outlet. **LABOUR IS NOT COVERED UNDER WARRANTY.**

OTHER PARTS: All other parts of the flagpole, are under warranty to be free from faulty materials or workmanship for a period of two (2) years from the date of purchase by the original consumer purchaser, subject to the Conditions of Warranty.

If any part fails to function properly due to faulty materials or workmanship during the warranty period, such part will be replaced, you will incur any cost for the replaced part, but may be subject to labour and/or shipping charges, this is subject to the Conditions of the Warranty and the discretion of Flag Outlet.

CONDITIONS OF WARRANTY

Warranty is non-transferable and only applies to original purchaser of flagpoles. In the case of dealers who resell said flagpole, warranty applies only to first user of flagpole.

It is the responsibility of the purchaser to ensure all parts included with the flagpole are properly installed and that all functional parts including, but not limited to, bolts on flagpole base and loctite on all assigned parts are adjusted and tightened properly. It is also the responsibility of the original consumer purchaser to perform or provide all reasonable and necessary maintenance and adjustments to keep the flagpole in good working condition (please refer to maintenance schedule). This warranty does not apply to damage caused by improper installation of parts, failure to properly maintain, or, failure to properly adjust all components, such as pulleys, cables, etc., including tightening of shoe nuts.

This flagpole has been designed for general standard flagpole use. This warranty shall become immediately null and void if you any do the following: use for functions other then general flagpole use.

The user assumes all risk of personal injuries, damage to, or failure of the flagpole and any other losses if the flagpole is altered in any way inconsistent with the flagpole's originally designed purpose. This warranty does not cover damage caused by improper storage of the flagpole, shipping damage, damage caused either accidentally or deliberately by you or another, and damage caused as a result of using the flagpole other than for it's intended purpose.

If you need to order parts or request service information from our Customer Service Department contact us at 1-800-596-0999.

Exclusions

This warranty does not apply to:

- Damage or malfunction caused by failure to properly operate or maintain the system in accordance with the printed instructions provided with the system.
- Damage or malfunction caused by any repair or replacement using a part or service not provided or authorized in writing by the warrantor.
- Damage or malfunction resulting from purchaser or third party abuse, accident, alteration, improper use, negligence or vandalism, or from earthquake, fire, flood, or other acts of God.

WARRANTIES SET FORTH IN THIS PROVISION ARE EXCLUSIVE AND IN LIEU OF ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING WARRANTIES ARISING FROM COURSE OF DEALING OR USING OR TRADE. Limitation of Liability: Seller shall not be liable in contract, in tort (including negligence), or otherwise for damage or loss of other property, loss of profits or revenue, loss of use of property or equipment, claims of customers of the Buyer, or for any special, indirect, incidental, or consequential damages whatsoever. Under no circumstances shall Seller's liability exceed the purchase price of the goods in respect of which damages are claimed. The obligation of Flag Outlet and Buyers sole remedy under its Limited Warranty is the supply of a replacement part or repair at the discretion of Flag Outlet from current Flag Outlet product inventory lines. Flag Outlet shall not be liable for any other costs incurred nor shall Flag Outlet be liable for any special, indirect, incidental or consequential damages.

WARRANTY PROCEDURE

In order to receive the best service from Flag Outlet, simply call, email or fax stating the problem along with your invoice number for reference.

ALL FLAGPOLES REMAIN THE PROPERTY OF FLAG OUTLET UNTIL SUCH TIME THAT INVOICE IS PAID IN FULL.

For your records:

Date Purchased: _____ Invoice #: _____

Dealer: _____

Consumer Name: _____ Phone #: _____ Date Purchased: _____