

Product Warranty.

Roof Drainage Components & Accessories, Inc. will supply all products as specified by the customer including metal substrate, paint color and paint system (if applicable), dimensional specifications and product quantity. If an error is made by Roof Drainage Components, Roof Drainage Components will either replace the product(s) for which the error was made and/or repair said product, at no charge to the customer.

Roof Drainage Components has built its business based upon delivering high quality products on or before specified delivery date. Having said that, regarding quality of work, except for some possible minor surface scratches to paint systems due to transportation and/or fabrication, all products will be free from surface defects and shall be water tight where applicable. Should product not meet these requirements, upon mutual agreement between customer and Roof Drainage Components said product will be replaced or, if acceptable to both parties, retained at a mutually acceptable value.

Packaging and Shipping Warranty.

All painted product is either paper interleaved, bagged with 4 mil thick plastic bags and/or protected with PVC protective film to protect the painted surfaces during transit. In addition, all product that ships via common carrier is boxed (in most cases with custom designed and fitted boxes), shrink wrapped and banded multiple times to custom, hard oak skids.

Provided the recipient of a shipment notates any damage on the shipper's bill of lading (BOL), has the driver of the common carrier sign said BOL and then returns said BOL to Roof Drainage Components, the damaged product will be replaced at no charge to the customer.