

Guidelines for Filing Warranty Claims

Objective: To process warranties in a timely, efficient, complete and professional manner.

Please refer to the limited warranty.

Warranty will be covered for the damaged portion of the product only. Please do not scrap an entire product until the warranty claim has been closed and you have been advised by the Inter-Fab, Inc. Warranty Department to do so.

Warranties will not be covered if they fall under any of the following circumstances:

- 1) Product is installed on an above ground pool or wooden deck.
- 2) Residential products are installed as a commercial application (i.e. areas other than individual homeowners' property).
- 3) Product is otherwise installed incorrectly.

Filing a Claim

To begin the processing of a warranty claim, please fill out a warranty claim form which will require the following information:

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 they are located on the underside of the inner most bend. This number is needed to track down the date of manufacture.

Pictures

The pictures must show the entire product from a distance as well as a close up of the actual damaged area.

Proof of Purchase

In the event that a serial number cannot be located on the product or if the serial number indicates that the date of manufacture is more than three years old, you will need to provide a proof of purchase. This includes a purchase receipt listing the product and the date purchased.

If the proof of purchase does not contain the specific part number or an adequate description, we ask that you please describe the product and the color. Please refer to our website <http://www.interfab.com> for our products and color samples.

Description

Please provide us with a detailed description of the problem.

Submittal of Claims

Warranty claims can be submitted via:

- 1) e-mailed: customerservice@inter-fab.com
- 2) mailed: Inter-Fab Inc
3050 S. Alvernon Way
Tucson, AZ 85713
- 3) faxed: Attn: Warranty
(520) 790-7127

Please note that Inter-Fab, Inc. makes any final decisions pertaining to the eligibility of warranty claims.

Additional Guidelines for Distributors

In addition to the warranty claim form referenced above, we need your vendor claim form.

Inbound Freight Damage

Please be sure to inspect packages or boxes upon arrival. If there is any indication of shipping damage, the contents need to be inspected prior to acceptance of delivery. All damaged shipments should be noted on the Bill of Lading, refused and sent back with carrier. Please notify customer service of any refused shipments. Failure to refuse freight-damaged goods will void any and all warranty. The purchase order number is required in the event of a warranty claim due to freight damage.

Hidden freight damage claims will not be covered if;

1. The damage occurred during an inter-branch transfer.
2. The damage occurred during a collect shipment, i.e. a shipment where the freight is paid for by the receiver of the product.

In that event, please file your claim directly with the freight carrier.

Please note that Inter-Fab, Inc. highly encourages our customers to comply with our policies and guidelines as they relate to the processing of warranty claims. At the same time, we acknowledge that unforeseen circumstances may arise from time-to-time. Any claims not covered by the Company's policies and guidelines should be directed to Brittney Beardsley in customer service (email: Brittney@inter-fab.com or telephone: (520) 790-7040 x120).