



BROCKWELL INCORPORATED

www.COLUMNSDIRECT.com



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PRODUCT WARRANTY

NON LOAD-BEARING WRAP AROUND BASES

1-YEAR LIMITED WARRANTY | Brockwell Incorporated extends the following Limited Warranty (1-Year Limited Warranty) to original purchasers of its materials and components, whether or not the Product has been installed. This Warranty is not transferable to subsequent homeowners. Brockwell Incorporated warrants that the Product, when properly installed in conformance to all governing building codes, shall be free of manufacturing defects in workmanship and materials under conditions of normal use and service. If the Product fails to perform as warranted, during the associated time periods listed below for each particular Product, as a result of defective material or workmanship and meets the criteria set forth in this Warranty, Brockwell Incorporated will provide replacement parts of those materials that it deems defective after its review. Installation and labor costs are NOT covered under this Warranty. Only finishes applied by the factory are covered under this Warranty. Original Purchasers must look to the warranty or warranties, if any, of the paint manufacturer associated with the paint applied to the Product for recourse as to defects or any other issue concerning applied finishes.

GENERAL CONDITIONS & EXCLUSIONS:

This Warranty is not transferable and it is subject to the following general conditions and exclusions described below:

What is not covered:

There are certain conditions or applications over which Brockwell Incorporated has no control. This Warranty does not cover defects or problems as a result of such conditions or applications, including, but not limited to the following:

- Damage caused by improper installation, use, applications or maintenance.
- Damage caused by environmental conditions or use that exceeds design standards.
- Damage caused by accidents, Acts of God, abuse, vandalism, animal activity or any other external force.
- Damage resulting from mishandling in transit.
- Damages resulting from the failure to apply a finish to any unfinished Product.

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- Damages caused by lack of routine maintenance, including, but not limited to painting the product as needed.
- Installations that are not compliant with all governing building codes.
- Modifications to the column, such as splitting the column, by anyone, including but not limited to a builder, contractor, or homeowner.
- Normal weathering, chalking, fading, mildew buildup, or the effects of atmospheric pollutants or sea spray.
- Non-Factory Applied finishes, applied sealants or caulking.
- Installation or labor costs.
- Improper Installation, including but not limited to Installation in violation of building codes.
- Any product not manufactured by Brockwell Incorporated.
- Damage or distortion to the Product caused by twisting, bowing or other movement of the structure to which the Product is attached.
- Color matching of the Product material and any other Brockwell Incorporated material.

Brockwell Incorporated makes no other express warranties, oral or written. By purchasing or using the Product, you agree that you are not relying on any oral statements made by anyone. Brockwell Incorporated's liability shall be limited in all instances to the remedy provided above; that is, the remedy stated above is your sole and exclusive remedy. Brockwell Incorporated shall not be responsible for incidental or consequential damages relating to your purchase or use of the Product.

STATUTE OF LIMITATIONS: No action arising out of any claimed breach of this agreement by seller may be brought by buyer more than ninety (90) days after the cause of action has arisen.

RIGHTS MAY VARY BY STATE: This warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some states do not allow the exclusions or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty is only applicable in the United States & Canada.

Please review the following Shipping & Delivery Guidelines:

Schedules for Receiving Products

Typical receiving schedules refer to 8:00am – 5:00pm, or “Normal Business Hours.” These delivery hours may vary depending on a variety of factors, such as Freight Company, Location, & Community. If you refuse your freight during these hours, an additional charge from the freight carrier may be incurred.



Receipt & Acceptance of Products

Many of our products are shipped via UPS & FedEx ground. Some projects consist of large products that cannot be shipped UPS or FedEx ground and must be shipped via a Common Carrier. When your products do ship on a common truck, please follow these guidelines, below:

While the Driver is Present

1. Review the driver's delivery receipt and/or Bill of Lading (BOL).
 - a. Are the products yours?
 - b. Is all the pertinent documentation present? (i.e. Job Name, P.O. #'s, delivery terms, correct number of products, etc.)
2. Inspect/Count Your Freight.
Make sure that all your packages are present with the exact number of products you ordered.
3. Check for Any Damage.
It is paramount that review each package to make sure there was no damage during transit, as well as that the package(s) you receive contain the correct products. Please open and inspect the package(s) thoroughly – before signing the BOL – to ensure that there has been no damage to your product(s). All damages or incorrect products must be noted on the BOL in the driver's presence.
4. Signing the BOL/Receipt.
When you sign the BOL, not noting any damage or receipt of incorrect products, you are agreeing that you have, in fact, received your correct product(s) in perfect condition. In the event of concealed damage, the customer is responsible.

Freight Claims & Damage During Shipping

If there is damage during shipping, we will initiate freight damage claims on your behalf if you have followed the following guidelines:

- Have you inspected your package within (7) days of receipt and contacted a Brockwell Incorporated representative within this timeframe that is relative to the damage?
- At the time of delivery, did you note on the BOL "Possible Concealed Damage" – before signing the BOL?
- Did you retain all the damaged packaging and damaged material until the inspection is concluded by the carrier?

For any questions, please feel free to contact a Brockwell Incorporated representative.

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