



DeckScape Warranty Agreement

What does this warranty cover?

Deckscape balusters are warranted to you by House of Forgings LLC to be free from defects in material and workmanship at the time of its purchase and for a prorated period from the date of purchase.

What does this warranty not cover?

This Limited Warranty covers significant deformation of the finish and extensive corrosion (rusting) of the baluster products. This warranty does not cover damage from abuse, commercial use or other non-consumer use, neglect, abnormal wear or tear, welding, or abrasion. Surface corrosion from scratches, nicks and dents are not covered. Alteration of the balusters prior to installation will void the warranty. This warranty does not cover damages such as the cost of repairing or replacing other property that is damaged due to a defect in the product, the cost for transportation of the baluster to get warranty service, loss of time, loss of use, or other consequential or incidental damages.

Who is covered by this warranty?

This Limited Warranty covers the original purchaser of the product, or a consumer who receives the product new and unused. Coverage terminates if a covered purchaser sells or otherwise transfers the product.

How long does this warranty last?

This Limited Warranty extends on a prorated basis from date of purchase for ten years (one year limited warranty for coastal environments).

How does state law apply to this warranty?

This Limited Warranty does not extend any implied warranty provided by any state law to a consumer. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you)

What will we do?

Defective balusters will be replaced, free of charge, or replaced by a similar product or one of equivalent value if the baluster is no longer in production based on the prorated schedule below. Replacement with the same color of baluster cannot be guaranteed.

How do you get service?

To make a claim under this Limited Warranty, the original customer purchaser must contact House of Forgings LLC customer service directly via phone at 281- 443-4848 to obtain necessary warranty claim forms and official claim process. Proof of purchase and proof of damage, in the form of a picture or sample, must be included with all warranty claims. The original customer purchaser will be notified by House of Forgings LLC as to whether the warranty claim is approved or denied.

Prorated Schedule

The following proration schedule applies to all DeckScape balusters

1 – 5 Years 100% Material Replacement

6 – 10 Years 50% Material Replacement