

Product Guarantee

Our Guarantee

WHAT IF THE PRODUCT DOESN'T WORK LIKE IT SHOULD?

We'd like to think that when you install our products it all goes to plan; that the parts work as they should, fit where they should, look how they should. However, if you find there is an issue with a product and how it goes together, please contact us in the first instance by email.

Please note too that when Weathering Steel products arrive, they won't have a rusty patina look yet, that comes with time and exposure to the elements. It will instead look like some shade of dark grey but we assure you, it's meant to look that way at first.

Yes and...

WHAT DOES THIS MEAN IN PRACTICAL TERMS?

We will replace the products or parts at no cost, including shipping, within 28 days of purchase if the products/accessories are found to be defective. This means that if they cannot be properly installed due to manufacturing errors, shipping damage or our error, we'll own that and make things better. Note: this does not include any installation related costs or impacts of delays caused.

We don't replace the products if they are installed incorrectly but our regional representative would address the problem with you to help you find a viable solution.

This guarantee does not extend to cover any damage to the surface of the products such as light rusting and marking of the surfaces

Our fine print is fatter...

THIS IS WHAT WE NEED YOU TO DO.

In requesting a product/part replacement proof of purchase will be required along with photographic evidence showing the issue encountered. If necessary, we'd ask you to explain what is wrong because we may need that help. Where the issue is not created by the supply of a faulty product, no replacement would be offered. For example:

- It's clear that edges have been wrongly used/installed, damaged on site or placed under high load during installation
- Physical modifications of the product has taken place;
- Someone drove over it!

We purposefully design our products to provide a great installation experience, that's simply better than the alternatives, so your feedback is always encouraged and gratefully received.