



Limited Warranty

All products manufactured by Polly Products are warranted for 20 (twenty) years against defects in materials, workmanship and breakage in accordance with our published specifications. Polly Products further warrants our recycled plastic components will not rot, split, crack or splinter during this period.

The above warranties commence on the date of invoice issued from Polly Products. Should any failure occur within the warranty period, Polly Products shall, upon written notification which includes a copy of the original invoice, a description of the failure and supporting pictures documenting a failure, correct the failure by either repairing the defective part(s) or supplying a new part(s) (at our discretion) within 60 days of receipt of the defective part(s). Polly Products shall, at its expense, deliver the repaired or new part(s) to the customer's location; however, Polly Products shall not be responsible for providing labor nor incur the cost of labor to remove the defective part(s) and install any repaired or new part(s). All replacement parts shall be guaranteed for the balance of the original warranty period.

The warranty is valid only when the products have been assembled and installed in compliance with Polly Products' instructions provided with each shipment and the products have been properly maintained and inspected annually. This warranty does not cover claims for items that have been subject to misuse, neglect, accident, storm, or vandalism or that have been modified, altered, or repaired by anyone other than Polly Products, its authorized representative, or others designated by Polly Products to modify, alter, or repair the product. Due to the variances inherent in recycled plastic, color-matching between production runs, or replacement parts to existing parts, is neither warranted or guaranteed, nor is fading resulting from solar exposure.

This warranty is exclusive and is in lieu of all other warranties, whether express or implied, including, but not limited to, any warranty of merchantability or fitness. In addition, no other warranty, oral, written, or implied, may be substituted for the warranty stated above. To the extent permitted by law, Polly Products shall not be liable for any incidental or consequential damages.

All claims made under the terms of this warranty must be received in writing by Polly Products via email to customerservice@pollyproducts.com or sent to 'Polly Products, Attn: Customer Service, 12 N. Charlotte St., Mulliken, MI 48861' and include 1) a copy of the original invoice, 2) a description of the failure and 3) supporting pictures. A Return Materials Authorization (RMA) will be issued and the defective parts(s) must be returned to Polly Products per the RMA instructions provided. Replacement parts will be provided and shipped, no charge, following receipt of the defective parts and verification of failure is confirmed.