



Limited Warranty

Whether in commercial or residential applications, 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 not to 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, please notify Customer Service by emailing customerservice@pollyproducts.com or calling 517-649-2243. Polly Products shall, upon written notification (which must include a description of the failure, a copy of your invoice/sales receipt and supporting pictures documenting a failure), verify the reported defect and issue an RMA (Return Materials Authorization). At our discretion, Polly Products will either repair the defective part(s) or supply a new part(s) within 60 days. Polly Products shall, at its expense, deliver the repaired or new part(s) to the customer's location. Polly Products shall not be responsible for providing 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. Return of the defective/failed part(s) is required within 14 days of receipt of replacement(s), using the packaging the replacement(s) was shipped in. Instructions, which include a call tag for our carrier, will be inside the replacement package. Please be sure to fully tape/secure the carton, so we may recycle the returned part(s) at our facility.

The warranty is valid only if the products have been assembled and installed as per Polly Products instructions provided with each shipment, and if the products have been properly maintained and inspected annually. This warranty does not cover claims for items that have been subjected to misuse, neglect, accident (including storm or fire damage), vandalism, fading or color-match between dye lots, or that have been modified, altered, or repaired by anyone other than Polly Products or its authorized representative.

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 via U.S. mail or email, and must include: 1) a copy of the original invoice and 2) supporting pictures. Claims must be sent to Polly Products, 12 N. Charlotte St., Mulliken, MI 48861, or customerservice@pollyproducts.com.