

1-YEAR PRODUCT WARRANTY

FlexPost Inc. produces the highest quality flexible post base systems on the market. The system is manufactured in Holland, MI. There are two variant products available, the Standard FlexPost® and the FlexPost-XL™.

Both the Standard FlexPost® and the FlexPost-XL™ are covered under a no hassle 30-day Warranty return policy. If a return is necessary, you must contact FlexPost Inc. to obtain a Return Merchandise Authorization (RMA) number. Products that are damaged, factory defect, or gross failure are subject to review and may be authorized for a full refund. Customer is responsible for shipping costs associated with sending product back to FlexPost Inc. offices in Holland, MI. Initial shipping costs are also nonrefundable. FlexPost Inc. will only accept returns for products that are purchased directly from FlexPost Inc. Returns purchased from a distributor must be handled with that distributor. Returns made with no identifiable failure or defect are subject to a 35% restocking fee, minimum, pending review and condition assessment by FlexPost Inc staff.

In addition to our standard 30-Day warranty, FlexPost Inc. offers a 100% replacement warranty for product registered with FlexPost Inc. for one year from the date of purchase. This warranty covers any structural failure, surface oxidation, cracks, or deterioration of the assembled system resulting from normal use. Normal scuffs, scratches, and wear from normal use is expected and not covered. This warranty excludes any failure resulting from external application of excessive sodium chloride, glycol, or other deicing products. Other exclusions include damage from vandalism, vehicle strike, acts of nature, excessive vegetation, or other external forces.

The warranty covers only those materials installed and maintained in accordance with our guidelines, and subject to normal wear, that prove defective, will be replaced by the manufacturer. Manufacture does not warrant the installation, surfaces, or foundations (including rebar).

This includes all steel components which will include base plates, springs, and posts for both the Standard and XL Products. Signs, bollard or post sleeves, anchor hardware and other third-party items are not covered.

To be covered under this extended replacement warranty, it will be necessary to register your FlexPost purchases by using the attached Registration Form. The process includes sending in the Registration Form along with the paid receipt or invoice and the installation location. If failure occurs, pictures of the damaged unit, pieces, and parts will be required and sent to sales@flexpost.net. It may also be required to send back to FlexPost the damaged pieces and parts for our review and analysis. Extended Warranty claims without prior registration, documentation and damaged parts returned will not be processed.