



RAILSIMPLE™ Railing Balusters 25 Year Limited Manufacturers Warranty

BW Creative Railing Systems warrants its balusters to be free from manufacturing defects in material and workmanship to the original consumer purchaser for a period of 25 years from date of purchase. This warranty is valid for Traditional, Tuscany and Seemore balusters used in standard residential applications and may not be assigned or transferred.

This warranty does not cover damage caused by improper product application, abnormal or improper use, neglect, abuse, accident, alteration, welding, yard care equipment damage, abrasion, harsh chemicals, pool chemicals or ice removal chemicals, air pollutants, improper service or installation or lack of service, or damage caused by flood, fire or acts of God. Surface corrosion from nicks, dents and scratches are not covered. For product located 1 mile or less from the coast line, this Limited Manufacturers Warranty is for a period of 1 year from the date of purchase. This warranty does not cover balusters that have direct contact with salt water.

The original consumer purchaser must contact BW Creative Railing Systems customer service directly via phone (800) 667-8247 or via email at sales@bwcreativerailings.com to obtain necessary warranty claim forms and a copy of the official claim process. This warranty does not cover and the amount of your restitution will not include labor to remove existing components or install the replacement components, shipping charges, sales tax or any other charges, nor is BW Creative Railing Systems or related entities required to provide such labor or service. The Warrantor at its sole option will replace or refund a prorated portion of the purchase price for any RAILSIMPLE™ balusters that are found to be defective under this warranty.

The following proration schedule applies to all RAILSIMPLE™ Railing Balusters:

Years since purchase	
1 – 10 years	100% replacement
11 – 20 years	75% replacement
21 - 25 years	50% replacement

The original consumer purchaser will be responsible for paying any prorated costing.

This Limited Manufacturers Warranty is in lieu of all other express warranties. BW Creative Railing Systems makes no other express warranties and does not authorize any other person or agent to make any other express warranties. BW Creative Railing Systems neither assumes nor authorizes any other liability or obligation in warranty, including without limitation, the implied warranties of merchantability and fitness for a particular purpose with respect to this product. In no event shall BW Creative Railing Systems or related entities be liable for any consequential, special, or incidental damages arising out of or connected with the purchase or use of this product or for any breach of warranty.

