



The Professional's Choice

Pipe Prop 20 Year Limited Warranty

When installed in accordance with Pipe Prop specifications and instructions using only Pipe Prop materials, Pipe Prop will warranty its support systems for 20 years from the date of installation to operate properly and against damaging the roof membrane. Any modifications, substitution or use of any other material other than Pipe Prop products will void the warranty.

Pipe Prop's liability under this warranty and buyer's sole and exclusive remedy will be to provide replacement product free of charge. Pipe Prop's total liability for sale of this product shall in no event exceed the original cost of the product. Pipe Prop shall not be liable for cost of labor to install the product.

LIMITATIONS: This warranty is not a maintenance agreement nor an insurance policy, and does not obligate Pipe Prop to repair leaks if determined to be a result of the following:

- Building design, installation or construction error
- Damage to the roofing system by any natural disaster including, but not limited to, floods, lightning, hail, earthquakes, hurricane rated winds, etc.
- Structural movement below the roof membrane and flashings
- Misuse of roof services, abuse, vandalism, civil disobedience, acts of war, exposure to damaging chemicals including, but not limited to solvents, oils and acids.
- Failure of the owner to promptly notify Pipe Prop in writing of the claim, which would prevent reasonable and timely inspection, and failure to obtain written approval from Pipe Prop for change in building usage, modification or additions of items to the existing roof.
- Failure to properly inspect, adjust and maintain the supports on an annual basis.

Pipe Prop hereby disclaims and assumes no responsibility for incidental or consequential damage to the structure, its contents, loss of time, profits, energy or any inconvenience from any type of roof leak or damage.

Owner's Responsibility

In the event of a suspected damage or leak in the roofing system caused by Pipe Prop pipe supports, the building owner must promptly notify Pipe Prop in writing within ten (10) days after discovery of the leak or damage and no longer than one (1) year after the onset of actual damage. Regular maintenance is required to keep this warranty in full force and effective. See Pipe Prop specifications sheets.

This warranty becomes effective only upon full payment to Pipe Prop for all Pipe Prop products and services, a complete installation and inspection of Pipe Prop products, and Pipe Prop's authorized signature below.

Transfer of Warranty: This warranty may only be transferred by the building owner to a subsequent purchaser of the property by giving not less than ten (10) days written notice to Pipe Prop of such transfer, Pipe Prop must be given the opportunity to inspect and recertify the roofing system and respond to the building owner and the purchaser.

Pipe Prop Industries, Inc.

Return Policy

- 1) If a reasonable error in purchasing designation has occurred by the purchaser**
- 2) If Pipe Prop products have not been use, damaged, or placed on the roof, and**
- 3) If such stock is marketable**

Purchaser may request such product be returned, but only if purchaser meets the above three requirements, pays all return shipping charges, and pays a 25% restocking return charge. Custom orders of specially manufactured items are not returnable No returns are allowed at distributor discount sales, broken case quantity sales or without a return number