

Product Warranty

PRODUCT WARRANTY

EXOALLOY METAL FABRICATION (EXOALLOY) shall warranty its products to be free of material and workmanship defects for a period of 90 days from date of shipment. EXOALLOY shall, at its option, repair or replace defective product.

The warranty becomes void if product was subject to alteration, misuse, neglect, modification or improper installation. The warranty is voided if product is repaired by any individual or facility without approval in writing by EXOALLOY. This warranty does not cover damage arising from anything other than manufacturer's defects.

EXOALLOY must be promptly notified of a warranty claim. Details, including nature of defect, along with photos must be provided. This will ensure a prompt resolution to the issue. A Return Material Authorization (RMA) must be issued prior to product being returned under warranty.

PRODUCT RETURN POLICY

This policy covers products ordered, manufactured and shipped conforming to customer purchase order specifications with no material or manufacturing defects.

Products manufactured by EXOALLOY METAL FABRICATION (EXOALLOY) are generally specialty items and conform to individual customer specifications. In most cases, products manufactured for one customer's requirements cannot be used for and would not comply with another customer's specifications. EXOALLOY, therefore, has a strict product return and invoice credit policy.

CUSTOM PRODUCTS ARE NONREFUNDABLE. Customers that have purchased specialty products that conform to all purchase order specifications and requirements, with no material or manufacturing defects, will receive no credit for products returned to EXOALLOY. If, however, products are returned due to project/engineering changes and modifications can be made, EXOALLOY will provide the customer with a quote to modify the product.