



Devon Stainless

Warranty Information

At Devon Stainless we are so proud and confident in our product, that we will offer a 10-year warranty on all products manufactured by ourselves. The warranty covers any defects in material or workmanship, under normal use during the Warranty Period. That means, for 10 years, you will be covered for shape retention, impact strength retention and joint strength on all handrails, balustrades and balcony systems we manufacture and install.

Terms and Conditions

Devon Stainless' liability under this warranty is limited to repair, replacement or refund as determined by Devon Stainless in its sole discretion and **does not** include removal or installation of replacements. Decisions as to whether to repair, replace or refund will be made by Devon Stainless in its sole discretion. Replacement parts provided will be the closest equivalent product available.

The warranty will only be valid providing that no modification, repair or alteration to the product has been made without Devon Stainless' written approval by a senior member of staff.

Maintenance, inspection and cleaning records of the product must be kept by the customer.

Broken glass is not covered by this warranty.

The Warranty does not cover damages attributable to incorrectly installed damp proof membranes and drainage or the omission of, inadequate maintenance, improper product use, after market product modifications, normal weathering, highly corrosive environments, damages caused by fire, accident, flood, acts of God, vandalism, building settlement or structure failures, or other occurrences beyond Devon Stainless' control. Devon Stainless makes no representation, guarantee, express or implied, as to the performance of its products in a gale, tropical storm or hurricane.

This warranty is fully transferable should the property be sold, providing that Devon Stainless is informed, in writing, by the original purchaser and the new owner registers the guarantee within 60 days of purchase of the property.

Claims Procedure

To make a claim under this guarantee, the buyer should contact Devon Stainless within twenty-eight (28) days after the discovery of the defect. The claimant will provide the seller with (i) a full description of the defect, (ii) photographs of the defective part, (iii) the defective part for replacement.

The claim should identify the invoice number, product type, date product was supplied, date it was installed, and the defect.