

GravityStack Lifetime Warranty

2011-20-03

1. We at RobertJamesDesigns, llc (RJD) warrants the end-user customer that the product specified above will be free from defects in materials and workmanship for the duration specified above. Duration begins on the date of installation.
2. RJD's limited warranty covers only those defects that arise as a result of the normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper use, maintenance or modification.
 - b. Operation outside the product's specifications.
 - c. Shipping or mishandling damage. *
 - d. Transfer of ownership (not to include original re-seller/ distributor).
3. If RJD receives, during the applicable warranty period, notice of a defect in the product covered by this warranty, RJD shall within a reasonable time after being notified of the defect, make a judgment to either replace the defective component, or the entire product.
4. RJD shall have no obligation to repair, replace or refund until the customer returns the defective parts or product to RJD. All returns must be responsibly packed for return. Responsibility for shipping cost of returns will be determined on a case by case basis.
5. Any replacement product will either be new or like new, equal to the original product.
6. RJD will not be responsible for the labor associated with repair and or replacement of these components determined to be defective.
7. *Repair or replacement of product due to shipping damage will be determined by RJD. RJD will ship products insured for their value. Observation of damage occurring from shipping is the responsibility of the receiver of the product. If indication of damage is observed, refusal of delivery, proper notification and documentation to the shipper must be accomplished at the time of delivery so that a claim against the shipper may be accomplished. If this is not pursued, RJD will not be held responsible for the loss.

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RobertJamesDesigns depends upon our client's customer satisfaction of our products. Due to variations in product usage, adjustments may have to be made to accomplish the proper results. We will support our products and our customers in every way possible in order to maintain your satisfaction and confidence.

RobertJamesDesigns, LLC

133East Holly St. , Ste. 407, Pasadena, CA 91103 1-626-356-0995 fax 1-626-796-1592