

warranty coverage

Veradek warrants the product to be free of defects or deficiencies as a result of the manufacturing process. Veradek warrants its products against substantial weather-related splitting and cracking. From the date of purchase the warranty period is as follows:

5 Years:

Pure, Block, Mason, Brixton, Demi, Strata, Mod, Geo, Pro, and Side Table Series*

2 Years:

Metallic, Corten, Kitchen, Storage, Waste Bin, Screen Series, and Deck Tiles

*Components including stands and brackets are warranted for 2 years.

making a warranty claim

- Warranty claims may only be made by the original purchaser with proof of purchase
- Warranty is non-transferable
- If purchased directly from Veradek, the purchaser must report in writing with proof of purchase and pictures to info@veradek.com
- All other warranty claims must be reported to the party through which the original purchase was made
- Additional costs related to labor, installation and any similar costs shall not be paid by Veradek for any reason
- If materials or workmanship are found to be defective, refunds for warranty are only valid within 30 days of the purchase date. Outside of this window, warranty claims will be addressed through replacement only

what is not covered by this warranty?

- Damage caused by failure to comply with Veradek installation guidelines, faulty installation, improper application
- Damage caused by exposure to conditions other than natural weathering processes
- Damage or discoloration due to misuse, abuse, improper storage, impact of objects, or alteration of the product by applied heat or welding
- Natural fading that occurs over time due to normal weathering
- Materials not manufactured or supplied by Veradek
- Rusting on any Metallic Series Products excluding Corten Steel