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RAILING DYNAMICS, INC.
135 Steelmanville Road
Egg Harbor Township, NJ
08234

rdi[®]



RAILING DYNAMICS, INC.
For home, for life.[™]

135 Steelmanville Road
Egg Harbor Township, NJ 08234

TEL: (877) 420-7245
FAX: (866) 277-5160
E-MAIL: cs@rdirail.com
URL: www.rdirail.com



WARRANTY

RDIVWAR / 34114484

Railing Dynamics, Inc. (“RDI”) warrants to the original consumer/purchaser (the “Purchaser”) of RDI’s rigid vinyl and Resalite™ railing and accessory products (the “Product”) that they will remain free from material defects in workmanship and materials and will not peel, rot, rust or suffer structural damage from weather influences, fungal decay or wood-boring insects, subject to the following limitations, exclusions and conditions for the time periods defined below:

1. Warranty periods below are from the date of the original purchase of the Product:
 - a. Lifetime for individual homeowners for their residence (where product was originally installed)
 - b. 20 years – for commercial or governmental use
 - c. All colors other than white – 20 years for individual home owners for their residences and commercial and governmental use
2. To obtain warranty coverage, the Purchaser must register the Product within 10 days of purchase by completing and signing the enclosed “Warranty Registration Form” and by mailing it to RDI at the address provided or by registering online at <http://www.rdirail.com/support/warranty-registration.html>. Failing to register timely will void this Warranty.
3. This Warranty covers the Product only if it is purchased and used exclusively in North America.
4. This Warranty may be transferred one time, within five years from the date of original purchase of the Product, to a subsequent buyer of the property upon which the Product was originally installed. As a condition to the effectiveness of any such transfer, the transferee must send written notice to RDI (at the address above) of the transfer, together with sufficient information for RDI to determine that the transfer is valid in accordance with the terms of this Warranty, within 30 days of the purported transfer. No other transfer or assignment of this Warranty will be valid, and any purported transfer or assignment of rights under this Warranty will void this Warranty.
5. To make a claim under this Warranty, the Purchaser must send to RDI, at its address provided, written during the warranty period, a reasonably detailed written notice of any defect, damage or other failure of the Product within a reasonable time after discovery of the basis for the claim. RDI may require proof of purchase, the product serial number, a clear photograph of the defective part(s) and actual part(s) themselves. If RDI determines that the Purchaser has a valid claim under this Warranty, RDI, at its option, will either: (i) ship to the Purchaser (at his/her address stated in the Warranty Registration Form) a replacement for the part(s) subject to the warranty claim, free of charge to the Purchaser (but the replacement part may vary in color or finish as a result of weathering or normal discoloration of the original Product or changes in RDI’s offerings of colors/finishes); (ii) will repair or restore the part(s) subject to the warranty claim, free of charge to the Purchaser, provided the Purchaser provides all reasonable cooperation; or (iii) send payment to the Purchaser of the portion of the purchase price paid by the Purchaser to RDI for the part(s) subject to the warranty claim. This paragraph provides the Purchaser’s exclusive remedy under this Warranty. Under no circumstances will RDI be liable for any installation, removal or reinstallation of the Product or any part, or for any labor, loss of time, maintenance or inconvenience.
6. This Warranty does not cover normal weathering effects or normal discoloration of surfaces due to exposure to ultraviolet light (e.g., sunlight) or extremes of temperature or pressure. This Warranty does not cover defects, damage or other failure resulting from or relating to the impact of any foreign object, hail, high winds, flood, earthquake, lightning or other weather disturbance, fire, act of God, pollutant, chemical, waste, hazardous material or other cause beyond RDI’s control.

7. THIS WARRANTY DOES NOT APPLY TO, AND UNDER NO CIRCUMSTANCES WILL RDI BE LIABLE FOR, ANY DEFECT, DAMAGE OR FAILURE RESULTING FROM OR RELATING TO ANY MISUSE, ABUSE, NEGLIGENCE, FAULTY OR IMPROPER INSTALLATION OR FAILURE TO ADHERE TO ANY INSTRUCTION OR RECOMMENDATION IN RDI’S INSTALLATION INSTRUCTIONS INCLUDED WITH THE PRODUCT (THE “INSTALLATION INSTRUCTIONS”). THIS WARRANTY WILL BE VOID AS TO ANY SURFACE OF THE PRODUCT COVERED WITH GREASE, OIL, ACID OR ANY OTHER FOREIGN MATTER, EXCEPT AS RECOMMENDED IN THE INSTALLATION INSTRUCTIONS. THIS WARRANTY WILL BE VOID IF ANY PART OF THE PRODUCT IS ALTERED OR IF ANY STRUCTURAL PART OR COMPONENT NOT SUPPLIED BY RDI IS USED IN CONJUNCTION WITH THE PRODUCT, OTHER THAN APPROPRIATE USE OF DECK JOISTS OR OTHER SUPPORT STRUCTURES IN ACCORDANCE WITH THE INSTALLATION INSTRUCTIONS. THIS WARRANTY WILL NOT COVER ANY CONSEQUENCE OF ANY DEFECT IN, DAMAGE TO OR OTHER FAILURE OF ANY DECK JOISTS OR OTHER SUPPORT STRUCTURES (OR ANY COMPONENT THEREOF). THIS WARRANTY WILL BE VOID IF THE PRODUCT IS USED IN VIOLATION OF ANY APPLICABLE BUILDING CODE, ZONING ORDINANCE, FIRE MARSHAL’S ORDER OR ANY OTHER LAW, REGULATION, ORDER, STANDARD, GUIDELINE OR RECOMMENDATION OF A GOVERNMENTAL OR JUDICIAL BODY.
 8. RDI DOES NOT WARRANT SLIP RESISTANCE OF THE PRODUCT. RDI WILL HAVE NO LIABILITY FOR ANY SLIP OR FALL ON OR FROM THE PRODUCT. UNDER NO CIRCUMSTANCES WILL RDI BE LIABLE FOR ANY PROPERTY DAMAGE, BODILY INJURY OR DEATH.
 9. UNDER NO CIRCUMSTANCES WILL RDI BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, AND IN NO EVENT WILL RDI’S LIABILITY RELATING TO ANY PRODUCT OR PART EXCEED THE PURCHASE PRICE PAID BY THE PURCHASER TO RDI FOR SUCH PRODUCT OR PART. Some states do not allow the exclusion or limitation of consequential or incidental damages, so the preceding sentence may not apply to the Purchaser in such states.
 10. Except as expressly set forth in this Warranty, all purchasers of the Product will be purchasing the Product “AS IS AND WITH ALL FAULTS” and without any representation, warranty, promise, guaranty or other assurance of any kind, express, implied or statutory. Except as expressly set forth in this Warranty, RDI HEREBY EXPRESSLY DISCLAIMS ANY REPRESENTATION, WARRANTY, PROMISE, GUARANTY OR OTHER ASSURANCE OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, STATUTORY OR OTHERWISE, RELATING TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO AS TO MERCHANTABILITY, FITNESS FOR ANY PURPOSE (OTHER THAN USES EXPRESSLY DIRECTED OR RECOMMENDED IN THE INSTALLATION INSTRUCTIONS), QUALITY, RELIABILITY, WORKMANSHIP, MATERIALS, ABSENCE OF DEFECTS (LATENT OR PATENT), ABSENCE OF DANGEROUS CONDITIONS, CORRESPONDENCE TO ANY DESCRIPTION OR THE LIKE.
- NO DISTRIBUTOR, DEALER OR OTHER PERSON IS AUTHORIZED BY RDI TO CHANGE THIS WARRANTY OR TO MAKE ANY ADDITIONAL REPRESENTATION, WARRANTY, PROMISE, GUARANTY OR OTHER ASSURANCE ON BEHALF OF RDI RELATING TO THE PRODUCT.

FILL OUT AND MAIL THIS CARD TO VALIDATE PRODUCT WARRANTY

All information must be completed in order to place the warranty on your purchase in effect. Complete only one registration per installation or product. For multiple product purchases, complete one warranty card and list the serial numbers for the remaining products.
WARRANTY MUST BE COMPLETED WITHIN TEN (10) DAYS OF PURCHASE.

PLEASE PRINT

Name of Customer: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail: _____

Name of Supplier: _____ City: _____

Name of Installer: _____ E-mail of Installer: _____

Date of Purchase: / / Date of Installation: / /

Customer Signature _____ Date _____

PRODUCT: ___ Endurance ___ Titan ___ Transform ___ Crossover ___ Vinyl ADA

How did you hear about RDI?

___ Store Salesperson ___ Display ___ Trade Show ___ Magazine ___ Web
 ___ Referral ___ Other _____

What sources of information did you use to choose our product?

___ Brochure ___ Sales Person ___ Web Site ___ Display ___ Other _____

Please rate the quality of your overall purchasing experience:

Sales Literature ___Very helpful ___Somewhat helpful ___Not helpful ___What literature?
 Product Supplier ___Great Service ___Good Service ___Adequate Service ___Undesirable Service ___Poor Service
 Product Quality ___Outstanding ___Very good ___Good ___Acceptable ___Poor
 Sales Person ___Very Helpful ___Somewhat Helpful ___Pointed me in the right direction ___Not Helpful
 Web Site ___Easy to navigate ___Found my way, but it took some time ___Got lost after the first click
 Instructions ___Clear and easy to follow ___Understandable ___Difficult and Confusing
 Installation ___Simple ___Somewhat easy, but glad I had the instructions ___Felt like I was trying to build a space shuttle
 Product Price ___Excellent Deal ___Very good product for the cost ___Acceptable ___Too expensive

Please list any other suggestions or ideas for RDI’s products and services:
