



POLE ASSEMBLY WARRANTY

Lifetime





At **Concord American Flagpole**, it is our mission to create lasting customer relationships by providing the very best quality products. An industry-leading manufacturer of aluminum flagpoles for more than 70 years, we combine the most advanced manufacturing technologies with exceptional engineering and design.

Because we stand behind our products and truly believe in their longevity and durability, our aluminum pole shafts are covered by a Lifetime Warranty.

Concord American Flagpole is proud to be the first in the industry to offer this guarantee, and we have the facilities, the products, the people, the experience and the desire to become and stay your first choice for aluminum flagpole solutions.

For more information on the confidence and peace of mind that specifying Concord American Flagpole Products could bring to your next project, please contact your Concord American Flagpole Sales or Customer Service Representative.

Limited Lifetime Warranty For Flagpoles

Concord American Flagpole ("CAFP") warrants to the first purchaser ("Buyer") of a CAFP flagpole shaft (*the "Flagpole"*) that the Flagpole will, upon shipment by CAFP, be free from defects in material and workmanship and to be free from corrosion except those items normally consumed in service (*the "Warranty"*). The Warranty applies to the pole shaft only and excludes anchor bolts, flagpole accessories, foundations and finishes such as powder coating and anodizing. CAFP provides separate warranties for its anodized and powder coated finishes and for hardware and other Flagpole accessories. **WITH RESPECT TO FLAGS, CAFP MAKES NO, AND EXPRESSLY DISCLAIMS, ALL WARRANTIES.**

If any failure to conform to the Warranty appears, and written notice of such failure is given to CAFP during the lifetime of the Flagpole's intended use (*the "Warranty Period"*), CAFP will, upon substantiation of such nonconformity and at its sole option, either repair or replace the non-conforming Flagpole. Specifically excluded from the Warranty is the cost to remove, ship, replace, or reinstall the non-conforming or repaired/replaced Flagpole. Repair or replacement by CAFP is the Buyer's sole remedy, and CAFP's sole obligation, in the event of a failure to conform to the Warranty. The Warranty does not cover defects or failures resulting from improper maintenance, misuse, abuse, radiation, overloading, accident, acts of God, or other casualty beyond the control of CAFP, alterations, modification or additions without written permission from CAFP, or from failures or corrosion due to:

- Improper installation.
- Misapplication – product used outside of specified use.
- Damage from handling, transportation, installation, vehicular impact, abuse, or vandalism.
- Site specific wind induced or other vibration.
- Installation in soils with a pH under 5 or over 9.
- Installation using highly caustic grouts or concrete.
- Improper grounding.

All warranty claims must be directed to: **CONCORD AMERICAN FLAGPOLE**, Customer Service Department, P.O. BOX 2449, Addison, Texas 75001. The Flagpole shall not be returned without prior written authorization of CAFP and must be shipped freight prepaid by the Buyer. If CAFP elects to replace the nonconforming Flagpole, such replaced Flagpole shall become the property of CAFP.

CAFP MAKES NO OTHER EXPRESS WARRANTY AND EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER IMPLIED WARRANTIES OTHER THAN THOSE THAT MAY NOT BE DISCLAIMED AS A MATTER OF LAW. THE DURATION OF ANY IMPLIED WARRANTY THAT MAY NOT BE DISCLAIMED BY APPLICABLE STATE OR FEDERAL LAW IS LIMITED TO THE WARRANTY PERIOD.

Regardless of whether a claim against CAFP is based on the Warranty or is an action in contract, tort (negligence or strict liability) or otherwise, CAFP's liability for losses, damages, or expenses of any kind arising from the design, manufacture, installation, use, repair, or sale of the flagpole is limited, unless otherwise prohibited by applicable law, to an amount not exceeding the cost of the CAFP flagpole giving rise to such liability. CAFP shall not be liable or responsible for any indirect, incidental, consequential or special damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state-to-state.

This Warranty applies only to Concord American Flagpole aluminum pole assemblies shipped on or after January 1, 2018.

CONCORD AMERICAN FLAGPOLE
Customer Service Department
P.O. BOX 2449
Addison, Texas 75001
800-527-3902
www.concordamericanflagpole.com



The Industry's Most Comprehensive Flagpole Warranties

Limited One-Year Warranty For Flagpole Accessories

Concord American Flagpole ("CAFP") warrants to the first purchaser ("Buyer") of a CAFP aluminum flagpole that the accessories other than flags (*the "Accessories"*) accompanying the flagpole or sold as replacement component parts will, upon shipment by CAFP, be free from defects in material and workmanship (*the "Warranty"*).

If any failure to conform to the Warranty appears and written notice of such failure is given to CAFP within one (1) year from the date of shipment by CAFP (*the "Warranty Period"*), CAFP will, upon substantiation of such failure and at its sole option, either repair or replace the non-conforming Accessory. Specifically excluded from the Warranty is the cost to remove, ship, or reinstall the flagpole or the Accessory. Repair or replacement by CAFP is the Buyer's sole remedy, and CAFP's sole obligation, in the event of a failure to conform to the Warranty. The Warranty does not cover defects or failures resulting from improper installation or maintenance, misuse, abuse, radiation, overloading, accident, acts of God, alterations, modification or additions without written permission from CAFP, or any other occurrences beyond the control of CAFP.



Limited One-Year Warranty For Anodized Finish

Concord American Flagpole ("CAFP") warrants to the first purchaser ("Buyer") of a CAFP aluminum flagpole that the anodized finish (*the "Finish"*) on the flagpole will, upon shipment by CAFP, be free from defects in material and workmanship (*the "Warranty"*).

If the Finish exhibits any excessive fading due to normal climatic exposure, and written notice of such failure is given to CAFP within one (1) year from the date of shipment by CAFP (*the "Warranty Period"*), CAFP will, upon substantiation of such failure and at its sole option, either repair or replace the Finish. Anodizing is an electro-chemical process resulting in a colored aluminum oxide layer on the flagpole surface. Color variation will inherently occur between the tube (*Alloy 6063-T6*), castings (*Alloy 356*) and weld metal (*Alloy 4043*). Minute differences in the surface properties of the tube caused by fabrication processes such as tapering can also result in slight color variation of anodized finishes. These variations are more pronounced in light and medium color anodizing. These color variations in anodized finishes are not defects or failures and are not covered by the Warranty.

Specifically excluded from the Warranty is the cost to remove, ship, or reinstall the flagpole with the Finish. Repair or replacement by CAFP is the Buyer's sole remedy, and CAFP's sole obligation, in the event of a failure to conform to the Warranty. The Warranty does not cover defects or failures resulting from improper installation or maintenance, misuse, abuse, radiation, overloading, use of caustic cleaning agents, accident, acts of God or other casualty beyond the control of CAFP.

Limited One-Year Warranty For Powder Coated Finish

Concord American Flagpole ("CAFP") warrants to the first purchaser ("Buyer") of a CAFP aluminum flagpole that the factory-applied powder coating (*the "Coating"*) on the flagpole will, upon shipment by CAFP, be free from defects in material and workmanship (*the "Warranty"*).

If the Coating exhibits any cracking, peeling or excessive fading, and written notice of such failure is given to CAFP within one (1) year from the date of shipment by CAFP (*the "Warranty Period"*), CAFP will, upon substantiation of such failure and at its sole option, either repair or replace the Coating. Specifically excluded from the Warranty is the cost to remove, ship, or reinstall the flagpole with the Coating. Repair or replacement by CAFP is the Buyer's sole remedy, and CAFP's sole obligation, in the event of a failure to conform to the Warranty. The Warranty does not cover defects or failures resulting from improper installation or maintenance, misuse, abuse, radiation, overloading, use of caustic cleaning agents, accident, acts of God or other casualty beyond the control of CAFP.



Corporate Headquarters
P.O. Box 2449
4150 Kellway Circle
Addison, TX 75001
Phone: 972-380-8186
Fax: 972-380-5143

Manufacturing and Shipping Locations:
4150 Kellway Circle • Addison, TX 75001
26252 Hillman Highway • Abingdon, VA 24210
1030 Lone Oak Rd • Eagan, MN 55121
www.ConcordAmericanFlagpole.com
email: info@ConcordAmericanFlagpole.com

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