

# UltraLift Warranty

## **THE WARRANTY:**

SMP Specialty Metal Products Inc. warrants to you (the original purchaser) for the stated warranty term of a limited lifetime from the original date of purchase, to be free from defects in material and workmanship.

UltraLift Cover Lifters will be free from defects in materials or workmanship that would cause the lifter to be inoperable in normal working conditions. Any claim made within these terms for Five years from the date of purchase will be repaired or replaced at the option of the Manufacturer.

This is a 100% Non-Prorated Warranty on all parts for the duration of the products life. Only parts excluded from the warranty are the gas springs which include a 100% One Year Warranty.

## **EXCLUSIONS TO WARRANTY**

Lifter has been subjected to alteration, misuse or repairs by anyone other than an authorized representative

of the Manufacturer, unless written approval is provided

Damage caused by improper installation or during transportation from the seller to the purchaser

Any damage resulting from any misuse, abuse, negligence, accident or alteration, environmental, or use during high winds.

The warranty covers the operational use of the lifter but does not cover scratches, abrasions, rusting or any defects to the finish of the material caused by or resulting from the exposure to the environmental factors; i.e. sun, rain, chemicals or any defects resulting from normal fading or minor deterioration.

The warranty does not cover damage resulting from abuse or accidents, including but not limited to the following damage:

- Use of abrasive or unapproved cleaners that could cause surface damage
- Subjection to solvents or other chemicals which could deteriorate painted surfaces

## **MAKING A CLAIM:**

To make a warranty claim; in the event of a defect covered by this warranty for UltraLift, contact the original retail seller and provide original purchase receipt, any photo(s) clearly showing the defect(s) and an explanation.

## **NO RETURNS OF MERCHANDISE WILL BE ACCEPTED UNTIL A "RETURN AUTHORIZATION NUMBER" HAS BEEN ISSUED.**

The lifter will be repaired or replaced at the discretion of the Manufacturer. If necessary, the purchaser is responsible to ship any said parts back to the manufacturer. The warranty includes all Labor costs performed at the manufacturer's facility but not labor in

the field. SMP will cover the cost(s) to repair and/or replacement of the items back to the retailer or seller.

**FREIGHT DAMAGE:**

Any materials damaged in freight will be replaced by SMP Specialty Metal Products provided the purchaser files the appropriate claims form with the carrier and submits copies to the manufacturer within five (5) business days of receiving the damaged merchandise. All claims should also be reported to the seller.

**Consequential Damages:**

SMP Specialty Metal Products Inc. will not be liable for any loss, expense, or damage other than to UltraLift, that may result from a defect in materials or workmanship. This warranty does not cover incidental damages including damage to property or injury arising from the use or inability to use this product. Manufacturer or Seller shall in no event be liable for any amount in excess of the original purchased amount. (Some Provinces / States do not allow the exclusion or limitation of incidental or consequential damages, so the above-mentioned limitation may not apply to you).

It is important that you report to the Retailer from whom you purchased UltraLift, any defects as soon as they are detected. If it is impractical to report any defects to the Retailer, Contact SMP Specialty Metal Products Inc.

Submit a Warranty Claim: <https://www.cognitofirms.com/SMP5/UltraliftWarrantyClaimForm>