



# Telescoping Flagpole Warranty Information

## **90 Day Satisfaction Warranty**

Customer has Ninety (90) days from date of purchase to return the Uncommon USA, Inc. Telescoping Flag Pole including flag. Merchandise must be unused and in the original packaging. It is customer's responsibility to return the merchandise to The Flag Company, Inc., 3600 Cantrell Industrial Court, Acworth, GA 30101. Returns will not be accepted after Ninety (90) days. Please call us at 1-800-962-0956 to receive a Returned Goods Authorization (RGA) number for the return of the merchandise.

## **Five Year Parts Warranty**

All Uncommon USA, Inc. Telescoping Flag Poles sold by The Flag Company, Inc. come with a Five (5) year manufacturer's warranty. This warranty is extended to the original purchaser of the Telescoping Flag Pole and flag when it is employed in the ordinary use as a flagpole.

If your Telescoping Flag Pole fails because of a manufacturing defect within Five (5) years from the date of the original purchase, Uncommon USA, Inc. will repair the product at its option, without charge to you for its parts and labor, except for the shipping charges.

Customer's responsibility will be to return the failed item to Uncommon USA, Inc. at 5250 Highway 71 NE Willmar, MN 56201; freight prepaid. The product will be repaired or replaced and returned to you at your return address prepaid or C.O.D. for the return shipping.

Customer **MUST** return the warranty card included with your purchase within 90 days of purchase to activate this Warranty.

## **Theft Warranty**

As an additional express warranty, Uncommon USA, Inc. will replace your Telescoping Flag Pole within five (5) years from the date of the original purchase if your pole is stolen while employed in the ordinary use for which it was intended. Just forward to Uncommon USA, Inc. a copy of a report of theft filed with a licensed law enforcement agency with jurisdiction over your geographic area accompanied by a letter on letterhead from said agency attesting to the filing of such a report by you, the original purchaser. The purchaser will be required to provide proof that the theft was not covered by insurance.

The warranties granted herein are exclusive, there are no warranties either implied or expressed, which extend beyond the description of the face hereof. Any damage or defect caused by negligence, misuse, accident or improper installation is specifically excluded from the warranty granted herein. The warranties granted herein are limited solely to repair or replacement and does not cover incidental or consequential damages.

Warranties are to original purchaser only.

Warranties are **NOT** valid unless there is properly executed warranty registration card on file.