

# Titan Building Products

## Limited Warranty

Titan Building Products (2049905 Ontario Inc) hereinafter referred to as “Titan”, manufacturer of Titan products warrants to the original purchaser that, for the time period set forth below under normal use and service conditions Titan products shall be free from manufacturing defects in workmanship and materials, and shall not fail to function properly for the purpose and use it was designed and intended for as a result of corrosion or rust, provided that this warranty shall not apply to any materials which have been subject to accident, improper handling, improper installation, improper maintenance, improper repair or alteration, or used in any way contrary to good standards of practice within the building industry. The term of such warranty shall be as follows:

### **Post Anchor**

Twenty (20) years from the date of original purchase.

If a defect occurs within the warranty period, Purchaser shall notify Titan in writing, accompanied by an original receipt and request a Return Merchandise Authorization “RMA” number. A photograph of the product must also be provided clearly showing the defect of the product. Such photograph can be send digitally by email to Titan or with the written RMA request by post. No product shall be returned without an RMA which shall be clearly marked on returned shipment. Upon confirmation by an authorized Titan representative that the defect is the result of defective materials or defective workmanship, Titan’s sole responsibility shall be, at its option, to either replace the effective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation, removal of defective products or installation of replacement product including but not limited to labor and freight).

This Limited Warranty is expressly made in lieu of any and all other warranties, express or implied, including without limitation, any implied warranty of merchantability or fitness for a particular purpose. Refund of purchase price or repair or replacement of defective goods as provided above shall be the purchaser’s sole and exclusive remedy for contract, warranty, negligence, tort or strict liability claims. Under no circumstances shall Titan be liable for any special, indirect, incidental, economic or consequential interruption damages of any character (including but not limited to loss of use, lost profits, loss of business, business interruption, or attorney’s fees) caused or alleged to be caused in whole or in part by the negligence, tor, strict liability, breach of contract, breach of warranty or other breach of duty of or by Titan. This warranty does not cover damage of any sort resulting from faulty installation, misuse, fire, neglect, movement or settling, distortion or collapse of the ground or supporting structure on which the Titan products are installed, naturally occurring casualties including impact of objects, earthquakes, tornadoes, hurricanes, lighting, flooding or acts of God; improper handling or storage, neglect or misuse of the products or normal weathering of surfaces.

Purchaser shall submit any claim under this warranty as detailed above to:

Titan Building Products, Customer Service, Unit 71-5450 Canotek Road, Ottawa, Ontario,  
CANADA K1J 9G6

Customer Service Email: [sdugdale@titanbuildingproducts.com](mailto:sdugdale@titanbuildingproducts.com)