



PLACE  
POSTAGE  
HERE

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



**RAILING DYNAMICS, INC.**  
For home, for life.™

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Egg Harbor Township, NJ 08234

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E-MAIL: [cs@rdirail.com](mailto:cs@rdirail.com)  
URL: [www.rdirail.com](http://www.rdirail.com)



RDIVWAR

WARRANTY

Railing Dynamics, Inc. (“RDI”) warrants to the original consumer/purchaser (the “Purchaser”) of RDI’s rigid vinyl and cellular vinyl 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. Rigid white vinyl – Lifetime for individual homeowners for their residence (where product was originally installed)
  - b. Rigid white vinyl – 20 years – for commercial or governmental use
  - c. Rigid vinyl all colors other than white – 20 years for individual home owners for their residences and commercial and governmental use
  - d. Cellular vinyl – 20 years - 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. 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 attach the additional cards indicating what product was purchased. **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

### 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:

<b>Sales Literature</b>	<input type="checkbox"/> Very helpful	<input type="checkbox"/> Somewhat helpful	<input type="checkbox"/> Not helpful	<input type="checkbox"/> What literature?	
<b>Product Supplier</b>	<input type="checkbox"/> Great Service	<input type="checkbox"/> Good Service	<input type="checkbox"/> Adequate Service	<input type="checkbox"/> Undesirable Service	<input type="checkbox"/> Poor Service
<b>Product Quality</b>	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very good	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
<b>Sales Person</b>	<input type="checkbox"/> Very Helpful	<input type="checkbox"/> Somewhat Helpful	<input type="checkbox"/> Pointed me in the right direction	<input type="checkbox"/> Not Helpful	
<b>Web Site</b>	<input type="checkbox"/> Easy to navigate	<input type="checkbox"/> Found my way, but it took some time	<input type="checkbox"/> Got lost after the first click		
<b>Instructions</b>	<input type="checkbox"/> Clear and easy to follow	<input type="checkbox"/> Understandable	<input type="checkbox"/> Difficult and Confusing		
<b>Installation</b>	<input type="checkbox"/> Simple	<input type="checkbox"/> Somewhat easy, but glad I had the instructions	<input type="checkbox"/> Felt like I was trying to build a space shuttle		
<b>Product Price</b>	<input type="checkbox"/> Excellent Deal	<input type="checkbox"/> Very good product for the cost	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Too expensive	

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

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