

Peace of Mind Warranty Information

Mylen Stairs 5-Year Warranty

Mylen Stairs stands behind our product with a five year Warranty on everything we sell and a lifetime warranty on metal fabrication (see below for details). You can trust us if you have a problem we will fix it for you, that's the bottom line. If you have any questions please e-mail us at info@mylenstairs.com or call us at 1-877-492-4075.

Metal Stairs and Part Warranty

Mylen Stairs will warrant all metal for workmanship and defective parts for a period of five years from the date of delivery. We may require you to send us the old part back or provide pictures of the part at our discretion to enact the warranty. Additionally, we will warrant the fabrication of any metal parts for the lifetime of the stair – this includes the welds on all parts from breaking or “popping.” However, the warranty shall only apply in cases of reasonable wear and tear, and shall not apply to damage suffered from unintended use of the stair, vandalism, or “Acts of God”, such as natural disasters. Furthermore, the warranty will be voided if the stair is not installed in accordance with our instructions or if the stair has been abused or not properly maintained by the customer. If the stair is properly installed and maintained in the event of an issue Mylen Stairs will pay the cost of shipping you replacement parts.

Special Note Regarding Aluminum, Galvanized, and Painted Galvanized about Rust

During the installation process we require that wherever seal of the finish is broken the area must be resealed to prevent moisture. Particular weak points are the cutting of center balusters and wherever a screw is fastened through the finish. If you do not follow the instructions carefully, oxidation (rust) may occur. We provide you with the material to recreate the seal whether it be tough gel, touch up paint, or galvanize spray we require you to use it or it will void the warranty.

Exterior Steel Primed or Steel Powder Coated Stairs

The warranty on the finish of a steel stair is void when a steel primed or steel powder coated stair is installed outside. These stairs can perform outside with proper maintenance, but that is the customer's responsibility and choice to do so. We recommend galvanized steel or powder coated aluminum which we do warranty for exterior applications.

Wood Stairs and Parts Warranty

Mylen Stairs will warrant all wood stairs and part for workmanship and defective parts for a period of five years from the date of delivery. We may require you to send us the old part back or provide pictures of the part at our discretion to enact the warranty. The warranty will be voided if the stair is not installed in accordance with our instructions or if the stair has been abused or not properly maintained by the customer. If the stair is properly installed and maintained, in the event of an issue, Mylen Stairs will pay the cost of shipping you replacement parts.

Special Note about Wood

For interior installations we require all sides of the wood to be finished with at least three coats of high quality polyurethane within 30 days of the receipt of the stair. This includes top, bottom, and all the sides of the wood tread and platform covers.

For exterior installations finishing is optional and per the customer's discretion. The performance of our wood products is dependent on the wood species, installation environment, and the care and maintenance given. Wood stairs or parts are not warrantied when installed outdoors.

Shipping Warranty

FedEx warrants the shipments separately.

The merchandise that is shipped through the common carrier is automatically insured against loss or damage. Open and inspect all the packages with the driver present. If, a damaged part is found or a part is missing when you are inspecting the shipment, accept the delivery and write a short description of the damage or missing item on all the copies of the drivers delivery receipt. After the driver has left, call Mylen Stairs and we will promptly replace that item free of charge. If you or your agent does not inspect the merchandise with the driver present and damage is discovered, neither Mylen Stairs nor the freight company will be held responsible.

Non-Assignability

The warranties herein extend only to the original purchaser. These warranties or any action or claims based thereon are not assignable or transferable.