

Flag Warranty

As Flag and Flagpole specialists, Trident Support is confident that our flags are made to the highest quality standards in our industry, and are second to none. We want our customers to be fully satisfied with our flags and related products, and we stand behind our products with quality customer service.

So as not to create unrealistic expectations, we want our customers to know that no outdoor flag is “indestructible”, and all flags are subject to normal wear and tear and the effects of weather and sunlight. While we take our customer support obligations seriously and will do everything we can to keep our customers happy, we cannot offer unrealistic and impossible “service life guarantees” just to get the business. Our flag warranty policy is among the most generous and comprehensive in the industry, and we fully stand behind our products with both a full and limited warranty as stated below.

Full Warranty

Trident Support warrants that all flags manufactured and sold are fully conforming to all product specifications as stated in our offer and/or catalog. All flags manufactured and sold by Trident Support are guaranteed to be free of defects in material and workmanship, or they will be repaired or replaced (at our discretion) free of charge, subject to the following limitations and exclusions.

Limitations and Exclusions:

As a flag is subject to a variety of uncontrolled conditions, our warranty specifically excludes:

1. Normal wear and tear due to customary usage;
 - All flags flown outdoors are subject to normal wear and tear and the adverse effects of weather and sunlight, although sensible care and actions by the user can greatly prolong the life of a flag¹.
 - We cannot offer a specific “flag service life” warranty due to the varied conditions encountered, and the amount of care (or lack thereof) that a user may perform. A general rule of thumb for the industry is that a standard sized flag (1.5 x 3 meters) should normally have a life expectancy of 60 – 90 days, if flown from dawn until dusk in good weather conditions. Sensible care may result in a flag that lasts longer and continues to look good over time.
2. Damage caused by misuse, neglect, improper installation, unauthorized attempts to modify the product, attempted servicing by anyone other than an authorized service representative of Trident Support, or any other cause beyond the range of the intended use;
3. Damage caused by accident, fire, water or liquids, power changes, other hazards, or acts of God;
4. Damage caused by extreme weather, such as: storms, snow, rain, hurricanes, tornados, thunderstorms, micro-bursts, earthquakes, ice storms, tsunamis or any other act of nature. Additionally, warranty does not cover damage done to the flag if it is flapping against a roof, building, tree, branches, or if it comes in contact with any other object.

Limited Warranty

In addition to our Full Warranty, we also offer a 3 month limited warranty for “wear” on our Trident Support Prestige™ Line of Flags (hand sewn,

using micro polyester material or heavy duty nylon), up to and including sizes of 5 x 10 meters. (Larger flags are subject to more stress and fatigue, and are not warranted for wear). If a flag becomes “badly worn” within this time of period, we will repair or replace it at our cost, at our discretion. (This assumes the flag was subject to normal and customary use and sensible care). We reserve the right to determine what constitutes badly worn, but examples include ripped header, major seams ripped or torn, or significant color fading, over and above normal wear and tear.

Photos of damaged flags and/or flags returned for inspection will be thoroughly analyzed by our Flag Forensics Specialist to determine the cause of wear, and our course of action.

Exclusive Remedies and Procedure

Trident Support’s total obligation under this warranty shall be, at Trident Support’s sole discretion, to repair or replace the product or part with a comparable product or part, or if neither repair nor replacement is reasonably available, Trident Support may refund to Customer the purchase price paid for the product or part. Replacement products or parts may be new or reconditioned. Parts or components removed by Trident Support shall become the sole property of Trident Support.

To obtain warranty service, we ask that the Customer contact our customer service department for a return authorization code, and return the unit shipping prepaid, with the original purchase date or “put-into-service date”, and our return authorization code. Trident Support will not be responsible for any loss or damage to the product incurred while the product is in transit from Customer for repairs. Customer should, as a precaution, purchase adequate insurance for the unit while it is in transit.

Limitation of Liability

Trident Support’s liability arising out of or related to this agreement, including without limitation liability for negligence, will not exceed the value of the product and/or order. In no event will either party be liable to the other for any consequential, indirect, special, incidental or punitive damages, regardless of the form of action, whether in an agreement, tort, strict product liability or otherwise, even if advised of the possibility of such damages and even if the damages were foreseeable. The limitations in this section do not apply to: (a) claims arising out of a breach of warranty; (b) any infringements of third-party intellectual property; (c) negligence or (d) any claims for attorney’s fees and other litigation costs either party becomes entitled to recover.

¹Examples of sensible flag care include:

- Fly Ends: Watch for the first signs of fraying. Flags can be trimmed and re-hemmed, greatly prolonging the life of the flag.
- Windy Days: High winds are extremely rough on flags. If at all possible, take down the flag when winds exceed 15 m/s.
- Rain or Snow: For best results, do not expose your flag to these elements. If exposed, after a heavy rain or snowstorm take down the flag and spread it out to dry. Do not fold or roll up a wet flag.
- Air Pollution: To minimize the effects of dirt, air, smoke, car emissions, etc. keep the flag clean. Having two flags and interchanging them is highly recommended to prolong the life of a flag.