



Prestige Flagpole™ Warranty

Stainless Steel Poles

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Five Year Warranty

Trident Support (and/or Trident Support Flagpoles LLC) warrants its Prestige Flagpole™ stainless steel (Type-316) pole shafts to be free of defects in material and workmanship, and to be corrosion resistant, subject to the below terms.

As Flag and Flagpole specialists, Trident Support is confident that our flagpoles 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 flagpoles and related products, and we stand behind our products with quality customer service.

Full Warranty - Flagpole Shaft

Trident Support warrants that all Stainless Steel (Type 316) Prestige Flagpoles™ manufactured and sold by Trident Support are fully conforming to the product specifications as contained in our offer and/or catalog, and the flagpole shafts are guaranteed to be free of defects in material and workmanship and resistant to corrosion for a period of three years from date of sale or delivery. We also certify that our Prestige Flagpoles™ are designed in accordance with ANSI / NAAMM standard FP1001-07 "Guide Specifications for Design of Metal Flagpoles"¹ and meet all requirements thereof.

This warranty (for the structural integrity of the flagpole shaft) is extended to five years as long as the buyer / owner continues to purchase flags at least annually from Trident Support. When regular annual flag purchases cease, flagpole warranty will cease at that same time if beyond the initial three year period.

Limited Warranty – Flagpole Components

In addition to our Lifetime Warranty on our Prestige Flagpole™ shafts, we also offer a limited warranty on our Trident Support Prestige Flagpole™ components as follows:

For "Major Components" (which include our Prestige™ Rotating Truck Assembly, winch and/or cleat) we offer a three year warranty against defects and premature failure, subject to the below general limitations and exclusions.

For "Minor Components" (including halyards, snaphooks and links, retaining rings, weights, and other items subject to normal wear and tear) we offer a one year warranty against defects and premature failure, subject to the below general limitations and exclusions.

This warranty does not apply to "flags". See separate Trident Support "Flag Warranty" if applicable.

Limitations and Exclusions:

This warranty for flagpole shafts and components does not cover failures or corrosion due to:

1. Improper installation or improper storage prior to installation.²
2. Misapplication – product not used in accordance with its specified use or outside design standards, including excessive wind and/or inappropriate flag sizes or material.¹

3. Damage from handling, transportation, installation, vehicular impact, abuse, or vandalism.
4. Site specific wind induced or other vibration.
5. Improper maintenance after installation (to be conducted in accordance with our recommended maintenance plan, if applicable).
6. Any normal wear and tear on flagpole finish is not covered under warranty. Additionally, this warranty excludes finishes such as powder coating and anodizing finish.

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, the Customer should 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.

This warranty does not include reimbursement for the expense of installation or removal of equipment, transportation, or any other expenses which may be incurred, although these additional services may be provided by Trident Support at our discretion or at an additional service fee.

Design Standards, acceptable use, and other practical considerations:

- ¹ Our Prestige Flagpoles™ are designed in accordance with ANSI / NAAMM standard FP1001-07 (American National Standards Institute / National Association of Architectural Metal Manufacturers) "Guide Specifications for Design of Metal Flagpoles". As such, they are designed for specific wind conditions and flag size and flag material parameters. These parameters are detailed in the specific model specifications. Operation outside these parameters may result in failure and will void any and all warranties.
- ² During delivery or prior to Installation: A satin aluminum flagpole shaft can stain if allowed to remain in contact with wet or damp wrappings. If there is any sign of moisture, immediately remove the shaft from the tube, unwrap and dry immediately. If the shaft is to be stored outdoors prior to installation, it must be stored off the ground and unwrapped.
- Extreme care must be exercised when installing flagpoles near overhead power lines, or when digging in the vicinity of buried cable. During installation, extreme care should be exercised to insure that all component parts of the Product are securely attached.