

How to file Warranty Claims for Vended Poles

- Vended Pole claims **must** be filed with Warranty Services and **not the** Acuity Freight Claims department.
- Please **do not reorder** replacement poles due to damaged or missing shipments prior to filing a claim, as Post Sales will provide direction after claim submission.

Damaged upon Receipt

When the poles arrive at the site:

- You **MUST REMOVE THE PROTECTIVE WRAPPING** - if not it will cause finish damage and **VOID** the warranty
- Please report damages and file claim **within 7 days of receipt**
- You **MUST Sign the POD** for Damages or missing parts with the carrier in order to file claim;
 - For visible damage of the poles
 - Missing hardware box, parts
 - Missing poles from shipment
 - Incorrect POLES, Incorrect COLORS
 - Poles bowed
- **Provide pictures** of damaged poles
- Submit Warranty Claim Request to Warranty Post Sales

Installed Poles

- Validate pole is within warranty period (within one year of order shipment)
- Identify defect to be reported; describe in detail nature of the defect
- **Provide picture(s)** of the defect
- Submit Warranty Claim Request to Warranty Post Sales

Please remove the protective wrapping from poles upon delivery receipt!

▼ BEND AND PEEL HERE FOR EASY REMOVAL ▼

FINISH WARRANTY NOTICE!

IMMEDIATE REMOVAL OF ALL PACKING AND SHIPPING MATERIALS IS RECOMMENDED TO PREVENT ACCELERATED FINISH DETERIORATION.

REMOVE PROTECTIVE WRAP BY HAND

****DO NOT USE SHARP OBJECTS****

STORE PRODUCT OFF THE GROUND AND ABOVE ANY VEGETATION ON WOOD SPACERS PLACED UNDER THE BASE AND OTHER REINFORCED AREA, SUCH AS A MOUNTING PLATE.

PROTECTIVE MATERIALS SUCH AS NYLON SLINGS OR CLOTH SLEEVES SHOULD BE UTILIZED DURING HANDLING. CHAINS AND CABLES ARE NOT ACCEPTABLE.

 

FAILURE TO COMPLY MAY DAMAGE THE FINISH AND MAY VOID THE FINISH WARRANTY.

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