
Salter Spiral Stairs 5-Year Warranty

Salter Spiral Stair 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 service@salterspiralstair.com or call us at 1-877-864-9356.

Metal Stairs and Part Warranty

Salter Spiral Stair 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 Salter Spiral Stair 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.

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.

Contact The Stairway Shop

5717 Salmen Street New Orleans, LA 70123
www.stairwayshop.com | sales@stairwayshop.com | 888-243-3339

Contact Salter Spiral Stair

105 G.P. Clement Drive, Collegeville, PA 19426
www.salterspiralstair.com/contact-us | service@salterspiralstair.com | 877-864-9356