



WARRANTY

Warranty length: 10 Years

- Manufacturer will replace any ramp component determined to be faulty or defective at no charge to the customer, for a period of 10 years.
- Customer may be required to submit images in support of the warranty claim.
- Manufacturer may request defective/damaged item to be returned for inspection. In this case, manufacturer will supply customer with a return label to ship item back to manufacturer.
- There shall be no charge to the customer for the replacement item, or the shipping cost.

RETURNS

- Manufacturer requires an RMA # (Return Merchandise Authorization) to be provided by manufacturer upon request of reseller to reseller confirming customer request. RMA must be issued prior to product being returned. Reseller will provide RMA# to customer to be clearly written on the return shipment.
- Roll-A-Ramp returns are subject to a 20% restocking fee to reseller. Return shipping, if not a warranty claim is the responsibility of the customer and is non-refundable.
- Shipping charges incurred to ship product to customer is also not refundable to.
- Upon successfully receiving the return in a satisfactory condition, undamaged the refund/credit per the terms will be issued within two weeks of receiving the return.



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