



Home Pride Fiberglass Step Limited Warranty

Home Pride warrants fiberglass steps manufactured in its facilities and sold to or through its distributors.

The warranty will cover any defect in workmanship or failure of the step to withstand normal use for a period of five years. Normal use is described as the following: use in an outdoor setting entering and exiting a home or structure. Home Pride steps are designed and treated against moisture and water. Steps that are used in extreme conditions where water collects and stands for long periods of time will not be covered. Chipping, cracking or delaminating issues caused by excessive, extreme or abusive use will not be covered.

The following process should be followed when a step warranty issue occurs.

- 1. A representative of Home Pride or its distributor will have to observe the step to determine its condition. If a representative cannot observe the step, photos must be sent to Home Pride or its distributor.**
- 2. The decision will be made from the observation or photos whether the step is covered under the warranty set by Home Pride.**
- 3. The step will then be replaced or a credit issued back to the distributor.**

The warranty is a prorated schedule over the five years. The schedule is as follows.

One year	Full Credit
Two years	80% Credit
Three years	60% Credit
Four Years	40% Credit
Five Years	20% Credit