

AMERICA FIRST FLAGPOLES

Flagpole Warranty

5 Years on the Shaft • 1 Year on Hardware

Component	Coverage Period
Tapered aluminum flagpole shaft	5 years from original purchase
Hardware (truck, pulley, halyard, cleat, snap hooks, flash collar, etc.)	1 year from original purchase
Flags	Not covered (consumable)

What's Covered

- Manufacturing defects in materials and workmanship of the aluminum flagpole shaft for five (5) years from the original date of purchase.
- Manufacturing defects in materials and workmanship of flagpole hardware components for one (1) year from the original date of purchase.
- At our option, repair or replacement of the defective component with an equivalent product.
- Coverage applies to the original purchaser only and is non-transferable.

Exclusions & Restrictions

This warranty does **not** cover:

- **Acts of God / weather events** — hurricanes, tornadoes, microbursts, ice storms, lightning, hail, or sustained winds exceeding the flagpole's published wind rating (with or without flags flown).
- **Improper installation** — including insufficient foundation depth, undersized concrete footing, missing ground sleeve, or installation that does not follow our published instructions.
- **Flying oversized flags** or more flags than the pole is rated to carry, which reduces the effective wind rating.
- **Cosmetic finish issues** — minor variations in color, gloss, or texture; surface oxidation; chalking; UV fading; and scratches, dents, or chips occurring after delivery.
- **Normal wear and tear** on hardware, halyard (rope), snap covers, and flags.
- **Damage in transit** not reported within 5 business days of delivery, or damage caused by the customer or a third party after delivery.
- **Modifications or unauthorized repairs** to the flagpole or its components.
- **Vandalism, accidents, abuse, or misuse**, including use of the pole for anything other than displaying flags.

- **Flags** — flags are consumable items and are not covered under this warranty.
- **Labor, removal, reinstallation, freight, or site costs** associated with a warranty claim.
- **Incidental or consequential damages** of any kind, to the extent permitted by law.

How to File a Claim

- 1 Email **support@americafirstflagpoles.com** with your order number and a description of the issue.
- 2 Include clear photos (and video if possible) of the defect, the full flagpole, and the installation site.
- 3 Provide your original proof of purchase and installation date.
- 4 Our team will review the claim and, if approved, repair or replace the defective component at our discretion. Replacement parts are shipped to the original purchaser.

Claims must be reported promptly after the defect is discovered and within the applicable warranty period. We may request that the defective part be returned for inspection.