



# Warranty & Product Pledge

## Frame System

VersaTube® Building Systems pledges that our frame system will be free from any structural defects for a period of twenty (20) years. We reserve the right to replace or repair any component part that does not perform to customer expectations. **The completed frame structure with sheet metal and trim must be erected within thirty (30) days of the date of delivery to retain warranty eligibility.** Damage or physical appearance of coatings and paint finishes caused from improper storage beyond the 30-day deadline will not be covered under warranty.

If any frame component part is dysfunctional and does not meet quality expectations, upon proof of purchase, VersaTube® Building Systems will replace that part at no cost. This also applies to missing components confirmed and reported to VersaTube Customer Service. **This benefit will be in effect for thirty (30) days from the date of delivery and applies to materials only.** Replacement components will be shipped as soon as available via ground delivery. Customer may request and pay for expedited shipping.

This warranty does not cover or apply to any frame modifications made by the customer, any unexpected or unanticipated acts of God, nature, customer negligence, accident, or any damages or abuse resulting from external/internal impact, or mishandling or improper assembly/installation after the customer has taken possession of the product. Further, it does not apply to animal confinement shelters/buildings involving direct contact or vapor from waste and water mixtures, manure pits and flush systems/solutions that may increase the possibility of corrosion or rust.

VersaTube® Building Systems does not warrant against rust of any kind. Standard structural inspection and maintenance must be performed by the customer on a regular basis. It is recommended that every six (6) months, silver or gray zinc coat spray paint (available from any local mass merchant, hardware, or paint store) is used to cover any visible signs of rust, particularly weld seams (base rails), anchor heads, and cut ends. As a preventive measure, it is recommended that all weld locations on the frame and base rail anchor heads be sprayed with paint immediately following installation. **And if your structure is erected in a higher snow load area, it is imperative that you clear the roof of accumulated snow and ice. Accumulation in excess of the rated roof snow load will result in roof failure.**

**Important Note:** Additional customer requirements and responsibilities included and implied in the **VersaTube® Building Systems Terms & Conditions** are made part of this Warranty & Product Pledge.

Claims will require the original purchase receipt, purchase location, required customer information, photos taken from different angles, and other relevant documentation and must be submitted to VersaTube® Building Systems for consideration and action. Additional information may be requested or an on-site inspection by a company representative required in order to properly assess a claim. VersaTube® Building Systems reserves the right to decline any claim if the customer or claimant is unwilling to comply with any request. Contact VersaTube Customer Service (1-800-900-7222) to initiate a warranty claim.

## Sheet Metal & Trim

VersaTube® Building Systems uses national suppliers for sheet metal panels, trim, screws and accessories offered with our steel building and shelter kits. Each supplier provides a limited paint warranty with details available upon request. Most offer a 20-year limited paint finish warranty against peeling, cracking, checking, flaking, chalking and fading. **Sheet metal panels and trim must be installed within thirty (30) days of delivery. Metal shavings produced from self-drilling screws used to secure sheet metal panels and trim must be removed to prevent rust that could affect the panels and trim. Improper storage conditions and length of time and other causes of degradation will invalidate the warranty.** Causes of degradation may include, but are not limited to: damaged, altered or modified panels and trim; standing water or chemically aggressive environment; salt water and marine environment; areas of extreme high humidity, sand, dirt or grease; animal confinement or waste areas; fallout from mining or refining operations; and random acts of God and extreme weather, war, radiation, falling objects, explosion, fire, riots, civil commotions, or other external forces. For additions to an existing structure, we will do our best to identify the previous supplier in an effort to match sheet metal color. However, a color match is not guaranteed. And due to degradation factors, VersaTube will not honor returns, rebates, or reimbursement if the customer is dissatisfied with the color of the new sheet metal. Request a copy of the sheet metal supplier's limited warranty coverage conditions, exceptions, and claim requirements.

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## Mass Merchant Purchase - Terms and Conditions

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We appreciate your purchase of a VersaTube Building Systems steel structure through one of our Mass Merchant partners. Please review the following and call VersaTube Customer Service (1-800-900-7222) if you have questions.

**Delivery:** Garage & building packages and some carport orders will ship and arrive in two (2) separate shipments. The frame kit will deliver via LTL common carrier or flatbed truck, and the sheet metal on a flatbed truck. This process allows the factory direct delivery of the sheet metal package to reduce handling issues. Most orders will deliver to the store location where you made your purchase. You are solely responsible for scheduling store-to-home delivery (if needed) and any additional costs required.

Some orders may deliver to a residential address or alternate location. For these orders, a deliverable address or location must be provided. Curbside delivery is included and unloading means are required, such as a forklift, tractor, front-end loader or the manpower to hand unload. Unobstructed tractor trailer access and turnaround is required. VersaTube is not responsible for restrictions due to geographic location, local covenants, neighborhood association laws, or any other restrictions that would prevent shipment delivery.

**Please note:** We will do our best to coordinate both shipments to arrive within the same delivery window, if not the same day, but **cannot guarantee arrival times or same-day delivery.** You will receive a tracking number at the time of shipment for monitoring the arrival time of your delivery. Our freight carriers are instructed to call ahead to schedule a delivery appointment within 24 hours. If for some reason your shipment is undeliverable, storage charges and redelivery fees may apply. You will be responsible for rescheduling delivery or re-routing delivery to another location, as well as all additional costs or fees. Further, VersaTube is not responsible for any costs incurred for forklift rental, lifting equipment, or time off work resulting from LTL freight or flatbed truck delivery delays. Additional unloading options – lift gate for LTL deliveries, boom lift for sheet metal – are subject to local and regional availabilities and include additional charges or fees. Alternatives to avoid additional unloading fees include standard store delivery, picking up at the nearest freight terminal or at our factory (if feasible), or arranging delivery to another local business with unloading capabilities.

**Upon Delivery:** If you see or suspect damage to your shipment, you must mark “Damaged” or “Subject to Concealed Damage” on the Bill of Lading or Delivery Receipt. Before rejecting the shipment, immediately contact VersaTube Customer Service at 1-800-900-7222 for further instructions. If “Damaged” or “Subject to Concealed Damage” is not noted on the Bill of Lading or Delivery Receipt at the time of delivery, VersaTube Building Systems will not be responsible for freight or material costs associated with the replacement of damage component(s).

You will be provided a VersaTube Care Package to inventory component parts upon delivery and PRIOR TO INSTALLATION. Defective or missing pieces will be replaced at no charge as quickly as possible via ground shipment. Sheet metal panels & trim with small scratches and dents may not require replacement, so touch-up paint will be provided at no charge. Overnight or express delivery of replacement components is available for an additional fee. **Shipping damage must be reported within 14 days of delivery. Missing parts must be reported within 30 days of delivery. If not, VersaTube will not be responsible for shipping or material costs associated with the replacement of the component(s).** Damage resulting from improper storage beyond the 30-day deadline will not be covered under warranty. In order to process a damage or replacement claim, VersaTube may request submittal of required documentation and supporting photos taken from different angles. VersaTube Building Systems reserves the right to decline any claim if you are unwilling to comply with our request for essential documents and photos.

**Engineering:** It is your sole responsibility to determine if a building permit is required in your city and/or county, including any specific building code requirements, and ensure installation and materials comply with required codes. You are also responsible for obtaining local permits, covenant searches, right-of-way or setback restrictions, and clearance for building installation over/under cables, water lines, sewer lines, gas lines, or any other utility lines and tree canopies or roots. NOTE: If local load requirements are increased to above the load capacity of the purchased structure, contact VersaTube to determine what may be required to achieve the new load rating.

Stamped engineering drawings and calculations can be ordered by completing and submitting a **VersaTube Engineering Package Order Form.** The package includes three (3) sets wet stamped by a licensed professional engineer. Check with your building department for the approved paper size for your engineering drawings prior to submitting your order. Allow up to three (3) weeks for delivery after the engineering payment is received. VersaTube provides plan revisions within reason free of charge. On some occasions, additional billable hours may apply when design changes and/or extensive revisions are required to satisfy a building inspector or department.

Foundation plans are included. **IMPORTANT:** Your foundation must match our certified foundation plans or VersaTube cannot guarantee your foundation will pass inspection. In the extreme rare case your municipality or local building department requires 3rd party on-sight inspection(s) of the foundation, anchoring or building, you will be responsible for sourcing those services locally and any required costs. VersaTube Building Systems does not provide on-sight inspection(s) of any kind.

**Installation:** This structure is a Do-It-Yourself product and does not include site preparation, foundation or concrete work, or installation.

Signature \_\_\_\_\_

Date \_\_\_\_\_