

HAMPTON METAL POST - 30 YEAR SERVICE LIFE GUARANTEE

- Hampton Steel Limited guarantees any steel post it supplies for 30 years. The Guarantee covers poor materials and manufacturing faults and is subject to the following terms and exclusions:-
- The Guarantee must be activated at the time of purchase/first use (please see below) by the original purchaser or the first end user within three months of supply by Hampton Steel Limited.
- The Guarantee is not transferable and a claim can only be made by the person/entity originally activating the Guarantee.
- The post must have been installed in accordance with accepted good industry practice and any guidelines issued by Hampton Steel Limited.
- The posts must not have been tampered with, abused or misused in any way or suffered vehicle impact damage, damage due to inept installation, acts of vandalism or other unforeseen acts.
- The posts must have been regularly maintained with any corrosive matter being removed.
- The posts must have been installed in normal conditions; for example, salt spray, corrosive atmospheric conditions and continually damp or waterlogged ground or ground containing chemicals will render this Guarantee invalid.
- Any claim will only be accepted after investigation by Hampton Steel Limited and the claimant must cooperate fully with Hampton Steel Limited, its staff or representatives. Failure to do this will invalidate this Guarantee.
- Hampton Steel Limited wire fencing products are recommended for use with Hampton Steel Limited posts. If alternative products are used and it can be shown that this contributed to the failure of any post, the claim will be rejected.
- This Guarantee covers the original Hampton Steel Limited delivered cost of the post or posts only (reduced in accordance with the sliding scale below):-
 - 0 to 15 years 25% reduction
 - 15 to 25 years 50% reduction
 - Over 25 years 75% reduction.
- Consequential losses or costs incurred as a result of replacing the post or posts are excluded.
- This Guarantee does not affect the purchaser's statutory rights.

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Registered Number 2627261
VAT Registration GB 576 5278 96



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▪ How to Activate the Guarantee

- Email sales@hamptonsteel.co.uk with the subject title of 'GUARANTEE'.
- Please provide the following information:-
 - The name of the Hampton Steel Limited stockist from whom the post was purchased;
 - The Hampton Steel Limited invoice reference covering the purchase of the posts;
 - Where the posts are installed.
- We will email you back once the Guarantee has been activated.

▪ How to Claim

- All claims must be reported to us at sales@hamptonsteel.co.uk with 'Hampton Metal Post – 30 Year Service Life Guarantee' as the subject title.
- The claim must include the following information-
 - Proof of registration;
 - Description of the problem;
 - Photographic evidence and the location of the failure.
- Hampton Steel Limited will investigate any claim within 30 days of receipt of a completed claim.
- If you have any concerns about this Guarantee, please contact us at sales@hamptonsteel.co.uk or 01933 234070.