RAILINGS, LLC

Damaged Material Procedure

We understand damage to materials will happen; therefore, we are implementing a new policy for damaged materials as of 01/01/26 This policy and procedures are detailed below.

Inspect all materials upon receipt. Installed materials will not be processed for damage as we cannot pinpoint when the damage happened.

If you receive damaged materials:

1. Take photos of damage.
2. Provide an accurate count of what is damaged.
3. Provide the job name or invoice number for material
4. Send ALL of these details to info@railingsllc.com for processing.

NOTE: We cannot process damaged material returns if we do not have the following:

1. Pictures of damage prior to installation.
2. Accurate count of what is damaged.
3. Job Name or Invoice Number for damaged materials.

Additionally, we recommend purchasing a can of touch-up paint for all aluminum orders to fix minor damage that could happen upon installation.

By receipt of this notice, it is automatically assumed that you understand and agree to follow the steps outlined above. Railings, LLC, will not be held responsible for damages if the above steps are not taken prior to install of materials.

Thank you,
Railings, LLC

EUective 01/01/26