



## Limited Warranty

Valencia Pipe Company® Products including; ABS, PVC MDPE, Fusion Bonded Epoxy Coated, Black Iron and Galvanized Steel Pipe, are warranted to be free from manufacturing defects and to conform to currently applicable ASTM standards for a period of five (5) years from date of delivery. Buyer's remedy for breach of this warranty is limited to replacement of, or credit for, the defective product. This warranty excludes any expense for removal or re-installation of any defective product and any other incidental, consequential, or punitive damages. **This limited warranty is the only warranty made by seller and is expressly in lieu of all other warranties, express and implied, including any warranties of merchantability and fitness for a particular purpose.** No statement, conduct or description by Valencia Pipe or its representative, in addition to or beyond this Limited Warranty, shall constitute a warranty. This Limited Warranty may only be modified in writing signed by an officer of Valencia Pipe Company.

This Limited Warranty will not apply if:

- 1) The Products are used for purposes other than their intended purpose as defined by local plumbing and building codes, and the applicable ASTM standard.
- 2) The Products are not installed in good and workmanlike manner consistent with normal industry standards; installed in compliance with the latest instructions published by Valencia Pipe and good plumbing practices; and installed in conformance with all applicable plumbing, fire and building code requirements.
- 3) This limited warranty does not apply when the products of Valencia Pipe are used with the products of other manufacturers that do not meet the applicable ASTM standards or that are not marked in a manner to indicate the entity that manufactured them.
- 4) The Products fail due to defects or deficiencies in design, engineering, or installation of the piping system of which they are a part.

- 5) The Products have been the subject of modification; misuse; misapplication; improper maintenance or repair; damage caused by the fault or negligence of anyone other than Valencia Pipe; or any other act or event beyond the control of Valencia Pipe.
- 6) The Products fail due to the freezing of water in the Products.
- 7) The Products fail due to contact with chemical agents, fire stopping materials, thread sealant, plasticized vinyl products, or other aggressive chemical agents that are not compatible.
- 8) Pipe outlets, sound attenuation systems or other devices are permanently attached to the surface of Valencia PVC and ABS products with solvent cement or adhesive glue.

Valencia Pipe products are manufactured to the applicable ASTM standard. Valencia Pipe **cannot** accept responsibility for the performance, dimensional accuracy, or compatibility of pipe, fittings, gaskets, or couplings not manufactured or sold by Valencia Pipe.

Any Valencia Pipe products alleged to be defective **must** be made available to Valencia Pipe at the following address for verification, inspection and determination of cause:

Valencia Pipe Company  
Attention: Technical Services  
28839 Industry Drive  
Valencia, California 91355

**Purchaser must obtain a return materials authorization** and instructions for return shipment to Valencia Pipe of any product claimed defective or shipped in error. Please refer to the **Return Material Policy** on the back of this page for specific instructions on returning materials to Valencia Pipe.

Any Valencia Pipe product **proved** to be defective in manufacture will be replaced F.O.B. point of original delivery, or credit will be issued, at the discretion of Valencia Pipe.



## Return Material Policy

Consistent with general industry practices, all products are shipped at the customer's risk. Shipments should be carefully inspected before signing a receipt. A signed bill of lading or delivery receipts with no exceptions noted will indicate that the count, description and condition of products are satisfactory.

Customer must obtain a Return Material Authorization (RMA) number and return instructions from Valencia Pipe. All papers, including the RMA and packing slip, must accompany the material being returned. Failure to comply will result in a delay or denial in processing the return.

Please note the following:

- All collect returns must be sent back on Valencia Pipe approved carriers.
- Contact your customer service associate to arrange a collect return.
- Customer will be charged any additional freight charges above our standard shipping rates for returns received on a carrier not approved by Valencia Pipe.

### Damaged in Transit

Claims for materials damaged in transit must be filed with the carrier involved or this office within ten (10) days after receipt of the product. All damaged material must be sent back tagged or labeled as "damaged." The material will be inspected by Quality Control and credit will be issued.

### Picking/Shipping Errors

Claims for errors in shipment must be made within ten (10) days after receipt of the product. Material shipped in error by Valencia Pipe will be replaced or credit will be issued at the discretion of Valencia Pipe at no additional cost to the customer. Customer must obtain a RMA number and return shipping instructions from Valencia Pipe.

### Overstock/Job Return

A 30% restocking charge plus all transportation costs will be applied for returning material back into Valencia Pipe's stock. These items must be in re-sellable condition, which will be determined by Valencia Pipe. Overstock and job returns must be returned within twelve (12) months of purchase date.

### Non-manufactured or Non-stock Material

If returned, customer will be notified to choose one of the following options:

- Agree to scrap value
- Agree to disposal fee
- Make arrangements to pick up the material.

### Defective Material


#### Uninstalled Material

If a product is suspected to be defective, a Valencia Pipe sales representative, Valencia Pipe customer service associate or regional sales manager should communicate the details to plant Quality Control. Details should include, but not be limited to, photographs, production dates, plant locations and box label information. Rep Agencies acting on behalf of Valencia Pipe Company are not authorized to comment on the cause of field product complaints. Rep Agencies are responsible for collecting all pertinent information and product samples associated with the product complaint. Valencia Pipe's Quality Control personnel are solely responsible for reviewing the Field Product Complaint Form, examining samples, and determining the cause of failure. An RMA will be issued to return a sample.

#### Installed Material

If a manufacturing defect is claimed or suspected, a Valencia Pipe sales representative or regional sales manager should complete a Field Product Complaint Form. The product and form should be returned to the Technical Services Department. Information related to the product, including but not limited to, photographs, product dates, plant locations and box label information should be provided. Rep Agencies acting on behalf of Valencia Pipe Company are not authorized to comment on the cause of field product complaints. Rep Agencies are responsible for collecting all pertinent information and product samples associated with the product complaint. Valencia Pipe's Quality Control personnel are solely responsible for reviewing the Field Product Complaint Form, examining samples, and determining the cause of failure.


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# WARNING

**Testing with or use of compressed air or gas in PVC / ABS / CPVC / Cast Iron pipe or fittings can result in explosive failures and cause severe injury or death.**

AIR/GAS



- NEVER test with or transport/store compressed air or gas in PVC / ABS / CPVC / Cast Iron pipe or fittings.
- NEVER test PVC / ABS / CPVC / Cast Iron pipe or fittings with compressed air or gas, or air over water boosters.
- ONLY use PVC / ABS / CPVC / Cast Iron pipe or fittings for water or approved chemicals.
- Refer to warnings on PPSA's website and ASTM D 1785.