

Limited Warranty

Coastal Bronze warrants all flat goods (non-locking) to be free of defects in material and craftsmanship for five years from the original invoice date.

Coastal Bronze warrants all locking goods, including locks, latches and deadbolts, to be free of defects in material and craftsmanship for 1 year from the original invoice date. In areas of high humidity or proximity to ocean, warrants is 6 months.

These warranties are extended to the original purchaser and the original installation site. Warranty is non-transferable and proof of purchase is required. In any case, Coastal Bronze is not responsible for removal or installation of the replacement hardware or repaired parts, or for any damage caused by mishandling, improper installation, tampering, abuse or any events outside the control of Coastal Bronze.

This warranty sets forth the exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever. Coastal Bronze shall in no event be liable for consequential or incidental damages of any kind, whether by negligence or otherwise.

Coastal Bronze makes no other warranty, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose with respect to its products except as set for above. No customer, distributor, sales person, showroom, dealer or other entity has the authority to alter these warranties either orally or in writing.

Coastal Bronze adds a patina to all products to simulate aged bronze. Finishes will develop a wear highlight and may change color based on environment. This is not considered a defect, but part of the natural beauty of aged bronze.

Order Discrepancies

All orders are carefully packed and inspected prior to shipping. Coastal Bronze will pay all charges associated with packing or shipping errors. Dealers are required to pay all charges associated with their errors. Mistakes and short orders must be reported within five (5) working days of delivery.

Returned Goods

ALL products to be returned to Coastal Bronze, regardless of reason, must be authorized prior to their return and have a RETURNED GOODS AUTHORIZATION number. All returns must be shipped prepaid, as Collect or COD shipments will be refused and returned to sender. Shipments without an RGA number on the outside of the carton will be refused and returned to sender.

Regular goods are returnable up to 90 days from invoice date if un-opened and in original packaging. Goods must be accompanied with a factory issued RETURN GOODS AUTHORIZATION form and number along with a copy of the invoice.

All returns will be credited at the net value on the invoice less a 25% restocking fee only after inspection. Defective goods will either be repaired or replaced within a reasonable period. Defective goods must be accompanied with a RGA form, RGA number, invoice and freight prepaid. COD Returns will be refused.

Cancellations

Orders may be cancelled prior to shipping. If shipping has taken place, then the customer is liable for shipping charges and a restocking fee of 25%. All orders are shipped within 72 hours of receipt and acceptance by the factory. Customers will be notified of any back orders or delays via e-mail to designated contact.

Specifications and Procedures

Due to the nature of many of the products, in the range, sizes may vary to a small degree. Coastal Bronze reserves the right to discontinue or change any product, design, function, finish or price without prior notice.

Strength of Bronze

Most bronze used in casting hardware today is composed of 85% copper and the rest in various other metals. The strength of steel is two to three times stronger than copper. This is important to note when using bronze to support heavy doors or gates.

A Note about Finishes

Bronze ages gracefully and may change in appearance due to varying environmental conditions. Bronze patina finishes will develop a wear highlight with frequency of use. When bronze is exposed to air it will tarnish quickly and turn brown. Bronze exposed to exterior elements and conditions will turn green. This discoloration is referred to as patina. This patina process starts immediately upon installation. None of these conditions are considered defects, but part of the natural beauty of aged bronze.

We strive to match finishes within a given order, but parts ordered at a later date may not match the original pieces. They should however, age to match the original pieces.