Limited Materials Warranty

Product coverage and installation disclaimer

What HRG covers at delivery

This warranty applies to prefab panels, windows, doors and other materials you purchase from HRG. If we deliver the wrong quantity or an item that differs from your approved specifications, we will correct the order and cover the freight. If the specified item is unavailable, you may approve a substitute in writing or receive a refund for that item.

Manufacturer warranties for factory defects

Before you approve a product for purchase, HRG will give you the applicable written warranty or confirm in writing if none applies. The manufacturer or supplier named in that warranty is responsible for covered factory defects. Its terms specify when coverage begins, how long it lasts, who can claim and whether a repair, replacement or refund is available. Exclusions may include normal wear and damage caused by improper storage, alteration, installation or maintenance.

Installation and labor disclaimer

The licensed contractor you hire separately is responsible for site work, assembly and installation. Any workmanship warranty for that work comes from the contractor under your construction agreement or applicable law. For a product defect, coverage for freight, removal, reinstallation and repairs to surrounding finishes depends on the product warranty, your signed agreements and applicable law.

How to make a claim

At delivery, check the packing list. Note visible damage or shortages on the receipt when possible. Hold visibly damaged items for inspection before installation. HRG will coordinate transit damage claims under your order's delivery terms. Report hidden defects promptly after discovery and follow the product warranty's notice deadlines.

Email **sales@hrgprefab.com** with your project address, invoice or order number, affected item and a description. Include photos or product labels if available. HRG will help you submit the claim. If the manufacturer requires HRG to file as the purchaser, we will file it for you.

Your legal rights. Your signed materials agreement and applicable implied warranties and remedies remain in effect. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.