



QRamp™ Limited Warranty

1. Coverage

ThruFlow™ Inc. ("Manufacturer") warrants to the original residential or commercial wholesale or retail purchaser ("Purchaser") that each QRamp™ Modular Access System purchased from Manufacturer will:

- Conform to Manufacturer's current published specifications (or those otherwise agreed to in writing at the time of sale), and
- Be free from defects in workmanship and material under normal use, as described more specifically in this warranty.

The QRamp™ Modular Access System comprises the aluminum frame, handrails and footings (the "Structure") and the ThruFlow ERGO decking panels (the "Panels"). The Structure and the Panels are subject to the following warranties as detailed below.

2. Structure Warranty

The Manufacturer warrants that the Structure will meet the Manufacturer's current published specifications (or those otherwise agreed to in writing at the time of sale) and will be free from defects in workmanship and material for a period of seven (7) years from the later of (i) the date of purchase by the original Purchaser, or (ii) the documented date of installation of the Structure (the "Structure Warranty Period").

3. Panel Warranty: ThruFlow Limited Warranty

The Manufacturer warrants that the Panels will be free from manufacturing defects that, under normal use and service, result in:

- Cracking, splitting, peeling, blistering, cupping, or rotting; or
- Non-uniform colour change despite equal sun exposure.

This Panel Warranty is valid for the lifetime of the original Purchaser, beginning on the documented date of purchase from a wholesaler, distributor, or retailer (the "Panel Warranty Period").

4. Exclusions

The Structure and Panel warranties do not cover the following, and Manufacturer shall have no liability for:

Misuse, negligence, accidents, or use beyond rated capacity;

Improper installation, failure to follow QRamp™ guidelines, or failure to comply with local building codes;

Ground movement, collapse, settling of supporting structures, or Acts of God (e.g., earthquakes, tornadoes, hurricanes, lightning, flooding);

Improper handling, storage, abuse, or neglect by Purchaser or third parties;

Alteration of QRamp modules or ThruFlow panels by cutting or modification for any reason;



Natural colour fading, fiberglass exposure, and other effects of **normal weathering** (including exposure to sunlight, climate, and atmosphere). **Normal weathering** is defined as natural changes over time caused by UV light and environmental conditions. Severity varies by region, climate, and air quality, which are outside Manufacturer's control;

Uneven colour change due to unequal sun exposure; or

Failure to comply with the Warranty Claim Process outlined herein.

5. Transferability

This warranty applies only to the original Purchaser and is strictly non-transferable. It does not extend to any successors, assigns, executors, administrators, affiliates, or related entities. Any transfer of the property where the QRamp products are installed shall not operate to transfer, assign, or extend this warranty to any subsequent owner, occupant, or third party, and the Manufacturer shall have no warranty obligations to any party other than the original Purchaser.

6. Limitations of Liability

This warranty is the sole and exclusive warranty for QRamp products, and, to the maximum extent permitted by applicable law, all other conditions, warranties, guarantees, or rights, whether implied by statute or otherwise, are expressly excluded. The Manufacturer does not assume liability for:

- Labour, installation, removal, or disposal costs related to warranty claims;
- General, special, incidental, direct, indirect, consequential, or punitive damages, including permitted by applicable law;
- Loss of profits or revenue, any other indirect or consequential damages, and liability for property damage, to the maximum extent permitted by applicable law.

No verbal statements, representations, or promises made by any party shall alter the terms of this written warranty. This written warranty constitutes the entire agreement between the parties with respect to the subject matter hereof.

7. Warranty Remedy

If a covered defect is found during the applicable Panel or Structure Warranty Period, the Manufacturer's obligation is limited, at its sole option, to:

- Repairing the product;
- Replacing the product or component with a similar or comparable product of equal or greater value, in the Manufacturer's sole and absolute discretion; or
- Issuing a credit toward the purchase price.

8. Freight Damage Policy

The Manufacturer is fully insured against shipping damage. However, the following steps must be followed to make a claim:

- a) Upon receipt, if damage is suspected, take the following **two photos**:



- One photo of the entire shipment
- One close-up photo of the damage
- b) Note the damage on the carrier's **Bill of Lading and packing slip** before the driver leaves.
- c) Call QRamp immediately to report the suspected damage (855-697-7267).

Important: Claims without photos and signed notations on shipping documents may not be processed. Claims should be made within 48 hours after delivery. Claims made more than 48 hours after delivery will not be accepted unless Purchaser can demonstrate that the damage was not reasonably discoverable within that timeframe.

9. Warranty Claim Process

If a Structure or Panel shows a defect covered under this warranty, the Purchaser must notify the Manufacturer in writing within thirty (30) days of discovering the defect and before making any repairs or alterations. Failure to provide timely written notice shall void any warranty claim with respect to the defect in question. No repairs or alterations shall be made prior to the Manufacturer's inspection without the Manufacturer's prior written consent.

To file a claim, please submit the following:

- a. Copy of original invoice
- b. End user's name, address, and contact details
- c. Shipping photos from the date of receipt (if shipping damage is claimed)
- d. Five product photos:
 - Entire ramp
 - Entire module where defect occurred
 - Close-up of defect/damage
 - Outside of module box (showing staff initials and serial number)
 - Assembly sheet (with staff initials and serial number)
- e. Written description of defect or damage

Manufacturer may request the return of defective or damaged parts. If Manufacturer requests the return of parts and the warranty claim is valid, Manufacturer shall reimburse Purchaser's reasonable shipping costs for returning such parts.

Please send the above photos, documentation, and any other relevant information via email to warranty@qramp.com using the subject line: Product Warranty.