

Terms & Conditions of Sale

EFFECTIVE
06.11.2026

SUPERSEDES
v3.0 · 06.09.2025

VERSION
v4.0

WARRANTY
Limited Lifetime to original purchaser
CLAIM WINDOWS
Standard: visible 5 business days
Receiving agents: visible at delivery
Concealed: 30 days
RETURNS
RMA required; original packaging
CANCELLATIONS
24 hrs free · then 50% restock
PAYMENTS
Net 15 · 1.5% monthly · 3% card

Limited Lifetime Warranty

A Limited Lifetime Warranty applies to Loftwall products manufactured after June 1, 2009. The warranty is provided exclusively to the original purchaser and remains valid for as long as the product is owned by that purchaser.

Coverage

The warranty covers defects in materials and craftsmanship found during normal usage under the original purchaser's ownership. Should a defect occur, written notice must be provided to Loftwall within the warranty period. Loftwall will, at its discretion, either repair or replace the defective product with a comparable component or product.

Exclusions

This warranty does not apply to normal wear, abuse, improper maintenance or unintended use; alterations or modifications by unauthorised parties; use of power tools on cam-locks or fasteners; improper or non-recommended installation; products made with Customer's Own Material; exposure to moisture, heat, chemicals or UV sunlight; or natural variation in colour, grain or texture within commercial tolerance.

Limitations

Loftwall products are not designed for outdoor use, structural load bearing, or as fire-rated assemblies. Products must be installed on level, structurally sound surfaces in accordance with published installation guidance.

Travel & Labor Reimbursement

Loftwall reimburses the servicing dealer for reasonable labour associated with an approved warranty claim. Travel is reimbursed at cost within the contiguous United States. Reimbursement requires prior written authorisation and appears as a separate line item on the invoice.

Claim Process

To initiate a warranty claim, contact Loftwall in writing with the original order number, photographs of the defect and a description of the installation conditions. Claims are reviewed within five business days of receipt.

Product-Specific Installation Guidance

Installation guidance varies by product family. Refer to the current installation guide for the specific product before beginning work. Where guidance conflicts with local building code, local code governs.

Installation Disclaimer

Use of power tools on cam-locks or threaded fasteners voids the warranty. Hand-tighten all connections. Over-torquing damages the connection and is not a warrantable defect.

Additional Expenses

Additional expenses incurred without prior written authorisation are not reimbursable. This includes expedited freight, after-hours labour, lift equipment and site storage.

Freight & Delivery

Products ship FOB Destination, freight prepaid and added, to one ship-to location per order within the contiguous United States. Outbound freight is billed as a percentage of the end-user net order and appears as a separate line item.

Delivery to Receiving Agents

When a customer requests delivery to a freight forwarder, third-party logistics provider, or other designated receiving agent, delivery shall be considered complete upon receipt and acceptance of the shipment by that party. At that time, custody, responsibility, and risk of loss or damage transfer to the customer.

The receiving party is responsible for inspecting the shipment for visible damage at the time of delivery. Any damage must be documented on the delivery receipt and communicated to Loftwall in writing at the time of receipt, prior to acceptance of the shipment.

Loftwall shall not be responsible for loss or damage occurring after acceptance by the designated receiving party, including damage resulting from subsequent handling, storage, consolidation, or transportation. Failure to document and report visible damage at the time of delivery may result in denial of freight damage claims.

Inspection Requirements

For standard deliveries, visible damage must be noted on the delivery receipt and reported within five business days of delivery. Deliveries to freight forwarders, third-party logistics providers or other designated receiving agents are subject to the at-delivery reporting requirement above. Concealed damage must be reported within thirty days of delivery. Retain all original packaging until inspection is complete.

Order Changes

All requests to change an order must be submitted in writing. Changes are accepted only if the order has not entered production. Orders already in production are subject to the cancellation terms below.

Order Cancellations & Returns

Standard orders cancelled within 24 hours incur no penalty. After 24 hours a 50% restocking fee applies if the order has not shipped. Custom orders cannot be cancelled once production begins. All returns require a Return Materials Authorization number and original or equivalent packaging.

Order Payments

Authorized dealers are extended a \$10,000 credit limit with Net 15 terms. A 1.5% monthly service charge applies to overdue balances. Credit card payments carry a 3% surcharge, excluding contract orders.

Outstanding Payments

Payment is due upon the terms stated on the invoice. Accounts more than 60 days past due are placed on credit hold and future orders are released only on prepayment.

Credit Card Payments

A 3% surcharge applies to all credit card payments. Contract orders placed under a cooperative agreement are exempt from the surcharge.

Order Acknowledgements

All orders are acknowledged in writing within two business days. The acknowledgement is the controlling document for specification, quantity, finish and ship date. Discrepancies must be reported within 48 hours of receipt.

Contact

Loftwall · 2617 N Great SW Pkwy, Suite 100, Grand Prairie, TX 75050 · 214.239.3162 · quotes@loftwall.com