

Terms & Conditions

Privacy Policy

This privacy policy ("policy") will help you understand how Anchor Products ("us", "we", "our") uses and protects the data you provide to us when you visit and use www.anchorp.com ("website", "service"). We reserve the right to change this policy at any given time. To make sure that you are up to date with the latest changes, we advise you to frequently visit this page.

When you visit the website, we may collect the following data:

- Your IP address.
- Your contact information and email address.
- Other information, such as interests and preferences.

We are collecting your data for several reasons:

- To better understand your needs.
- To improve our services and products.
- To send you promotional emails containing information we think you will find interesting.
- To contact you to fill out surveys and participate in other types of market research.

Anchor Products is committed to securing your data and keeping it confidential. [name] has done all in its power to prevent data theft, unauthorized access, and disclosure by implementing the latest technologies and software, which help us safeguard all the information collected online.

Anchor Products will not lease, sell or distribute your personal information to any third parties without your permission. We might do so if the law forces us. Your personal information will be used when we need to send you promotional materials if you agree to this privacy policy.

Return Policy – Pre-Approval is Required.

The Return Material Authorization (RMA) form must be completed and returned to Anchor Products for consideration of materials product that is being returned. Request a Return Material Authorization form by calling [1-888-612-7937](tel:1-888-612-7937) or emailing your request to orders@anchorp.com.

Materials will be rejected unless ALL packaging is labeled in accordance with the official RMA labeling requirements, and this document is approved by Anchor Products **PRIOR** to shipping.

Submit the completed form to Anchor Products to orders@anchorp.com to then be reviewed and approved. Products being requested for return must match the materials listed on the invoice, specified below.

Once approved, you will receive shipping and labelling instructions for the materials you wish to return. Return freight is the responsibility of the customer and must be prepaid by the customer and not shipped collect. The shipping and estimated receiving dates must be communicated to Anchor Products in advance to ensure your shipment is received properly by our warehouse.

Drop ship sales order returns are subject to the vendor's return policy and will be charged to the customer along with return freight.

At the time of receiving the shipment, your materials will be inspected by Anchor Products. Your materials must meet the minimum expectations at time of receipt for consideration:

- Items received must match the materials listed on this RMA. Additional materials not listed on original RMA will not be considered.
Items must be received in resalable condition in its original packaging to be eligible.
All custom-order products are not eligible.
Item must be returned within 60 calendar days of invoice to be eligible for credit.

All returns are subject to inspection prior to a refund/credit being issued. After completion of the inspection, the amount of returnable materials will be credited back to the customer's account, and a 35% restocking fee will be applied/deducted from the credited amount.

Making Sure You Are Covered

Anchor Products is committed to bringing you the highest quality attachments to install your solar array. To help you protect your investment, we've partnered with the world's leading roofing manufacturers to guarantee that our U-Anchor attachments are compatible with your roof type, are **accepted by every major roofing manufacturer**, and will not void your roof manufacturer's warranty.

Warranty Conditions

The warranties herein are contingent upon compliance with ASCE-7, ASTM D6630, ANCHOR's instructions as well as roof membrane manufacturer's specifications and shall not apply to any Product that has been repaired or modified by persons other than Anchor.

All claims against this warranty must be made in writing and sent to ANCHOR within 20 days of notice of defect, including original purchase date and installation date. ANCHOR reserves the right to examine the installation construction site. Purchaser agrees to grant ANCHOR representatives access to the site during normal business hours for inspection.

Defective Product and a copy of the warranty must be sent via prepaid shipping to ANCHOR. Once the defect is verified by ANCHOR and costs of shipping replacement Product has been fully prepaid by Purchaser, ANCHOR will send replacement Product to the job-site address furnished by Purchaser.

Liability

The warranty does not cover any Product not properly installed according to the ANCHOR instructions and the roof membrane manufacturer's specifications. ANCHOR shall not be liable for, misuse, negligence, abuse, damage from faulty application, accident or using non-compatible materials, damages to roof membranes or structures, exchange or re-installation of racking or panels, war, acts of enemies foreign or domestic, gale force winds, fire, tornadoes, hurricanes or any other acts of God, cosmetic discoloration or weld-ability of aged roof surfaces to the ANCHOR target, damage to the roofing assembly, installations in corrosive environments or atmospheric conditions causing damage, chemical degradation of the membrane or degradation of the plate/bolt, and/or termination of roof warranty for any reason.

Disclaimer

The express warranties specified herein are in lieu of all other warranties, express, implied, statutory, or arising by course of conduct or performance, custom, or usage, including but not limited to any warranties of merchantability or fitness for a particular purpose. Total liability of Anchor to Purchaser is limited to and shall not exceed the original purchase price of the defective product and shall not include any incidental or consequential damages, lost profits, or any special or exemplary damages.

Anchor's entire liability and Purchaser's exclusive remedy, whether in contract, tort or otherwise, for any claim related to or arising out of breach of the warranty shall be replacement of the defective Product. This warranty gives specific legal rights. Purchaser may have other rights that vary from state to state.