



Warranty Information

For all products including lifts:

Company warrants these products to be free from defects in material and workmanship for a period of one year from date of original purchase. Component parts carry individual warranties as provided by the manufacturer. Our warranty does not extend to parts or end products subjected to misuse, neglect, damage in shipment, by accident or failure to comply with operating instructions. We will repair or replace any unit which is defective during the warranty period if that unit is returned to our factory properly packaged with transportation charges paid. Claims for unauthorized field labor or time charges will not be accepted. Company will not be responsible for any consequential damages of any nature.

Return Policy

Written factory permission must be received prior to return. Returns must be in good condition and made within 30 days of original shipment. Freight prepaid. Restocking charge of 20-25% on standard items, 50% on aluminum and stainless.

Non-Refundable Items

Custom or modified ladders, work platforms, crossovers, modified or custom lifts.

Ladder Inspection Procedure

Shipments are made FOB factory. Each product has been inspected before shipment. Consignee is responsible to inspect material at time of delivery, and should refuse shipment or make written notice to carrier upon receipt of damaged materials.

Carriers and Ballymore will not accept claims if damage is not noted at the time of delivery.