



Terms and Conditions

Specifications - Terracast Products has a policy of continuous improvement and reserves the right to discontinue or change specifications without notice. All weights and dimensions are approximate.

Colors - Colors noted on the website are representative of the many colors available and are for reference ONLY. Please request a sample color chip to confirm selection.

Payment Options – Unless credit terms have been applied for and approved, all orders require payment arrangements to be made in advance. Our standard policy is 50% deposit at the time of order processing and final payment made prior to shipment. We accept MasterCard, Visa, American Express and Discover for payment.

Lead Time - We process all orders upon receipt and ship during standard EST business hours, Monday through Friday. Upon receipt of the order, most items are shipped within 10 -15 business days, but customized items may have a longer lead time. For a better idea of the lead time for a specific order, please contact Customer Service.

Shipping - All merchandise is sold F.O.B. our factory. Items shipped by common carrier will be delivered curbside at the address specified on the order. The carrier is not responsible for unloading. Buyer's location must be accessible to a large freight truck. The freight carrier will deliver during normal business hours, 8:00 am – 4:00 pm Monday to Friday. Residential delivery, lift gate service, and call-ahead delivery are available at an additional charge and must be specified at the time of the order.

Continental USA Freight Allowed Policy for Polysteel™ Light Posts and Bollards - All purchase orders that ship to one location at one time, whose value meets a minimum of \$5,000.00 for Polysteel™ light poles or Polysteel™ bollards, will ship freight allowed and prepaid with the carrier of Terracast Products choice. Carton sizes may change without notice. Service charges by carriers are not included in the freight allowance. Terracast Products will pass on all special handling charges from carriers (i.e. notification charges, residential delivery fees, lift gate services, COD fee, inside delivery fees, construction site fees, etc.). Payments are due 30 days from date of invoice. A service charge of 1.5% per month will be added to past due accounts where applicable. Freight charges will be added to any past due invoices. When order value is below \$5,000.00, the purchase order must state "Plus Freight".

Scheduled Ship Date – The scheduled ship date is an estimate only. Terracast Products is not responsible for missed ship dates and late deliveries caused by the carrier. Terracast Products will not accept any back charges for late deliveries.

Choice of Carrier – Terracast Products reserves the right to ship goods via the most economical routing and to consolidate shipments to the most economical groups per schedule date. If alternative shipping means are requested by the Buyer, the Buyer assumes the additional transportation cost.

Delay in Transit - Terracast Products is not responsible for delays in transit. Upon shipment, Buyer will be provided a tracking number to trace freight. Terracast Products will track the shipment upon request.



Shipping Outside of US - For shipments to Canada, the Buyer will be responsible for all taxes, duties and customs broker fees which are not included in the freight estimate. For shipments outside of the continental US (Puerto Rico, Alaska or Hawaii), alternate methods of shipping other than ground service may apply which result in additional freight charges. not provided by the freight estimate online.

Shipping Questions - If you have any questions regarding freight methods or have a special shipping request, feel free to call Customer Service at 305-895-9525 x105.

Shipping Promotions - All promotional shipping specials are for UPS Ground or standard freight within the Continental USA. For expedited shipping or LTL shipments that require other special services such as Residential Delivery, Call Ahead, Liftgate, Limited Access Delivery, Inside Delivery, Construction Site Delivery or Trade Show Delivery, Buyer must call for a freight quote. If there is a discrepancy in the services requested and the minimum services required to deliver the product, Terracast Products reserves the right to charge the Buyer for any necessary additional services provided at the time of delivery. In the event of product return for reasons other than manufacturers defect, restocking fees and actual shipping charges will apply.

Shipping Postponements – Postponement of deliveries at Buyer’s request will not be made without Terracast’s approval first being obtained. All postponements are subject to storage and handling charges.

Shipment Inspections – Upon delivery, the carrier will provide you with a delivery receipt. It is vital that you verify that you have received the correct product, count the number of pieces being delivered, and inspect for damages prior to signing this document. No claims for incorrect or missing merchandise can be made unless it is recorded on this delivery receipt. Claims for concealed damages (damages that are not visually apparent through packaging) must be reported at time of delivery and noted on the Delivery Receipt. It is imperative that the Buyer inspect the shipment for concealed damages at time of delivery. Terracast Products cannot be responsible for shipments not inspected by the Buyer at time of delivery. Damage, error and shortage claims must be reported within 48 hours of delivery.

Shipment Claims - Once a claim is reported, Buyer should keep all packaging and paperwork until the inspection process is completed. Document the damage or loss with digital photos. Freight carriers require documentation to process claims. Photographs and the appropriate documentation will streamline the process. Should you have any questions or encounter any difficulty, please call our Customer Service Department at 305-895-9525 x105.

Cancellations - Due to the possibility that expenses associated with an order may have already been incurred, Terracast Products must approve all cancellations of orders. Cancellation fees may apply.

Return Policy – No returns will be accepted without prior approval. All requests must be made **within 30 days of the invoice date**.



Return Policy Light Poles – Poles will not be accepted for return unless the return is due to warranty or Terracast’s error.

Product Return Eligibility – Requests to return custom items or modified standard products will not be accepted. Requests to return products that are unique to a Buyer will not be accepted. All returns must arrive back to Terracast Products in like unused or new condition. Items **MUST** be returned in the original packaging. Any damage to returned goods will be the responsibility of the Buyer. Products not manufactured by Terracast Products may be subject to the original supplier’s return or cancellation policy. Once a return authorization is obtained from Terracast Products, Buyer is responsible for return shipping charges. No COD shipments can be accepted.

Return Fees – Authorized returns are subject to a 50% restocking fee if the reason for return is other than damage or defect. Prior written approval and instructions must be issued by our Customer Service Department before any merchandise can be returned.

Terracast Planters Warranty

Terracast Planters are guaranteed for ten (10) years against cracking, chipping, fracture or breaking, excluding vandalism, misuse, and acts of God. Terracast Products will repair or replace defective products, upon return of the products to our facility.

Terracast Poly-Steel® Light Posts Warranty

Terracast Products warrants its products to be free from defects in material and workmanship for a period of three years. Terracast Products will repair or replace defective products, upon return of product to our factory freight paid (please see return policy noted above). This warranty does not include installation labor or cover any product not manufactured by Terracast Products.

Terracast Aluminum Post Heads Warranty

Terracast Products offers a one-year guarantee against defects in material, parts, components, accessories, workmanship, assembly and manufacture for our products. Finishes are subject to the factory approval, at will, because of area with abnormal harsh weather environments.

PLEASE NOTE: Terracast Products will not honor any claims for any improperly installed units or those in which parts have been altered or tampered. Also, ballast and sockets are subject to Manufacturer’s Warranty. Terracast Products will not be held responsible for any additional charges incurred due to defects. Terracast Products reserves the right to make design changes without prior notice.

Terracast Aluminum Pole Assemblies Warranty

Terracast Products warrants its aluminum pole assemblies for one year to be free of defects in material and workmanship and to be free from corrosion, except those items normally consumed in service. This warranty applies to the pole assembly only and does not include anchor bolts, connecting hardware, or foundation.



This warranty does not cover failures or corrosion due to:

- Improper installation.
- Misapplication – product used outside of specified use.
- Damage from handling, transportation, installation, vehicular impact, abuse, or vandalism.
- Site specific wind induced or other vibration.
- Installation in soils with a pH under 5 or over 9.
- Improper grounding.

Terracast Products will, at its sole option, repair, replace, or credit Buyer's account for any product that does not conform to this warranty.

TERRACAST PRODUCTS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TERRACAST PRODUCTS SHALL NOT BE LIABLE FOR ANY OTHER LOSS OR DAMAGE, INCLUDING BUT NOT LIMITED TO CONSEQUENTIAL DAMAGES, LIQUIDATED DAMAGES AND BACK CHARGES.

This warranty does not include reimbursement for the expense of installation or removal of equipment, transportation, or any other expenses which may be incurred. Authorization must be obtained from Terracast before any material is returned. This warranty excludes finishes such as powder coating, anodizing, and satin. The foregoing states the Buyer's sole remedy for any breach of warranty by Terracast Products.

Landscape Lighting Fixture Warranty

Terracast Products warrants all landscape lighting fixtures sold to the original purchaser free of defects in material and workmanship under normal use and service for ten (10) years. Terracast Products will repair or replace any fixture that in the opinion of the Terracast Products representative, is proven to be defective. Please email, call or write to the address below to find out how to file a warranty claim.

Terracast Products does not warranty the glass in the exterior fixture due to vandalism but does warrant the glass from defects and breakage in shipping. This warranty will not apply to the lamps, ballasts, or any fixture that in the opinion of the Terracast Products representative has been damaged due to accidents, misuse, modifications, acts of GOD, repaired, or altered in any way.