

Pole Hardware Replacement Policy

Pole hardware such as hand hole covers, base covers/nut covers and top caps arrive in a separate box on the truck that is delivering the poles. When delivery is made please make sure to check for the hardware box and sign for them on the delivery receipt. You will see the below label on the hardware box and you should open the box to check for any missing or incorrect parts. If you notify us within 30 days of delivery that you did not receive the appropriate hardware, we will send out replacement hardware at no charge. If you do not contact us until after 30 day of receipt, you will need to enter an order for these parts referencing the original order number. You will be charged for the replacement parts if we are not notified within the first 30 days after receipt.

30 DAYS	*** IMPORTANT RECEIVING INSTRUCTIONS ***	30 DAYS
Concealed Damage - Missing Contents		
1) Inspect all shipments immediately for concealed damage or missing items.		
2) Note any damage or missing items on bill of lading or delivery receipt before accepting shipment.		
3) Failure to provide documentation & notice to Hapco/American Flagpole within 30 days from receipt will result in denial of any claim.		
The contents of this shipment have been carefully packaged and certified by: _____ Date: _____		

**HARDWARE
BOXES REQUIRED
FOR POLE
INSTALLATION**

