



Handrail Customer Information

Thank you for purchasing your handrail from us. We are a small family run business based in Sussex. All of our products are crafted by ourselves. We always welcome any comments and feedback, so please get in touch. If you misplace this information, the latest version is available on our website.

Returns

If you change your mind simply return your product (unused) within 30 days of receipt. We will then refund you fully, although you are responsible for paying the return packaging and postage. If you do return a product please put a note of your name, address and invoice number inside the package and return it to Obsydian Metal Products Ltd, 6 Seabeach Lane, Eastbourne, East Sussex, BN22 7NZ. There may be a delay in us being able to refund you, if this information is not provided.

Guarantee

All our products are guaranteed for two years against faulty workmanship. The terms and conditions of the guarantee are attached.

Customer Services

Our phone line is open between 8.30am and 2pm Monday to Friday, excluding bank holidays. If it does go to answer phone please leave your name and number and we will call you back as soon as possible. We are a small family business that prides itself on providing personal customer service.

Home & Garden Guarantee Terms and Conditions

Products manufactured and supplied by Obsydian Metal are guaranteed against material and manufacturing faults for the duration of the guarantee period, two years, subject to the following terms and conditions.

- The product must be correctly installed and used for its intended purpose.
- The guarantee period commences on the date of dispatch.
- During the guarantee period, any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material or labour charges, providing we have authorised or carry out the repair or replacement.
- We will not accept or reimburse the costs of any third party who undertakes any work on the product or fits parts, unless we have approved such work in advance of it being carried out.
- The guarantee period will not be extended even if we repair or replace any product or part.
- If we replace any component or product, the part or product removed will become our property.
- Any claim made under the terms and conditions of this guarantee must be made within the guarantee period.

The manufacturers guarantee does not apply to

- Rust. Rust is a natural affect on iron.
- Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightening, storms, frost or other bad weather conditions.

If you find yourself in the unfortunate position of needing to claim under your guarantee please call us on 01323 430932 in the first instance to talk your claim through.

Please retain your invoice, you will need it to make a claim under our guarantee.

Installation Guidance



Please note that this is just a guide and everyone's installation environment is different. Below you will find tips for how to install our handrails on two or more concrete in posts.

1. Decide on the location for your handrail, caution should be exercised when digging holes to avoid wires, cables and pipes.
2. Assemble your handrail and position it where you intend to install it. You will need to hold it at the gradient that you intend it to sit at once installed. This will then allow you to mark where the two (or more) holes are to be dug.
3. We recommend that each hole is at least 40cm x 40cm x 50cm. You may have to opt for a larger hole and therefore more concrete depending upon your exact location. You can use stones/bricks under the post to alter the height level if this is required to achieve the right gradient for you and allow the handrail to sit at approx 90cm from the ground level.
4. Concrete or postcrete can be used. Always follow the instructions provided with the product that you opt for.
5. Once you have the posts sat in the concrete, but before they have set. Check with a spirit level that they are level. We recommend attaching the handrail at this point, to ensure that it all lines up. You may also wish to check that the gradient of your ground matches the gradient of your handrail.

If you unsure about installing your handrail, please give us a call on 01323 430932 or alternatively most landscapers, handymen and builders would be able to undertake the task.