Terms & conditions

1. QUOTATIONS AND ORDERS

Prices are stated in U.S. dollars. Orders are subject to written acceptance by Urbantime USA LLC. The order confirmation identifies agreed products, quantities, finishes, pricing and applicable project-specific terms. An initial acknowledgment does not constitute final acceptance.

2. PRICING AND FREIGHT

Published U.S. list prices include freight to the 48 contiguous states and the District of Columbia. Other destinations are quoted separately. Special delivery services, installation, taxes and additional charges are subject to the applicable quotation or written agreement.

3. PAYMENT

For approved Net 30 accounts, the payment period begins when the shipment clears U.S. customs, unless otherwise agreed in writing. Other payment arrangements are stated in the order confirmation.

4. CHANGES, CANCELLATIONS AND RETURNS

Submit change and cancellation requests in writing. They require written authorization and are subject to confirmed order terms. Any charges must be communicated in writing. All products are made to order and are not returnable. This does not affect delivery damage or warranty claims.

5. DELIVERY AND INSTALLATION

Production and transit dates are estimates unless expressly guaranteed in writing. The dealer must verify site suitability, access and installation requirements. Use qualified installers and follow product-specific assembly, anchoring and maintenance instructions. Ground anchoring is required only where specified by the product or installation instructions.

6. RECEIVING AND CLAIMS

Record visible defects on the delivery receipt. If packaging is damaged, notify the carrier and Urbantime USA in writing at delivery. For a hidden defect, email us within 5 days of discovery with photos and a description of the problem and its extent. Include the order number and product name if available.

Terms & conditions

7. PRODUCT WARRANTY

All coverage periods begin on the date of delivery for purchases from Urbantime USA. Structural components: 10 years, all collections, subject to coastal treatment requirements. Rust coverage is as follows:

Collection and treatment	Outside coastline	Within 9 miles of coastline
Liberty.080 and Sempreverde.040	5 years	5 years
Ventiquattrore (hot-dip standard)	15 years	15 years
Zeroquindici.015 and Cortina.026 (standard)	5 years	Hot dip required
Zeroquindici.015 and Cortina.026 (hot-dip)	15 years	15 years
CAFE	5 years	2 years

For Zeroquindici.015 and Cortina.026, request hot-dip galvanizing when ordering for marine and coastal environments. An upcharge applies. Hot-dipped products carry 10 years of structural or functional coverage. All fabrics and coverings, including MIAMI sunshade fabric: 5 years.

Follow the installation, anchoring and cleaning instructions for your product and site. Coverage excludes normal wear, fading from sunlight and damage from misuse, improper installation or care, harmful chemicals, or unauthorized repairs or modifications. Highly polluted industrial sites classified C5 or CX require hot-dip galvanizing.

8. WARRANTY SERVICE

For an approved claim, Urbantime USA may replace the product. Refer to the November 2026 U.S. Product Warranty, which controls warranty coverage and claims.

9. DELAYS BEYOND REASONABLE CONTROL

Performance may be affected by events outside reasonable control, including transport disruptions, severe weather and supply interruptions. Any resulting changes to delivery arrangements will be communicated to the dealer.

10. APPLICABLE AGREEMENT

Project-specific written agreements and applicable law govern unresolved matters. These terms become effective upon approval and issuance by Urbantime USA LLC.