

FENCE QUARTER LIMITED WARRANTIES
For
Painted, Stained and Treated Alaskan Yellow Cedar Deck Railing Insert Products

1. WHAT DOES THIS WARRANTY COVER?

Fence Quarter, LLC (“we”, “us”, or “our”) warrants to the purchaser (“you”) that our deck railing insert product will be free of material defects for the applicable time period set forth in Section 2, when subject to ordinary and proper use. It is important to note that all wood products begin to age over time due to sun exposure, rain, and other atmospheric conditions. Our product may age at different rates due to climate, UV index, quality of installation, repetitive removal and reattachment of hardware, use, and many other factors. You may be able to extend the life of your product by placing a protective coat on the product, including a paint, primer, oil, or stain. The protective coat, however, will need to be reapplied over time. While predicting the life of the product can be challenging, we stand behind our quality craftsmanship and offer you the warranties set forth in Section 2. You are free to assign or transfer these limited warranties if you sell your home.

2. HOW LONG DOES THE COVERAGE LAST?

(a) Standard Twenty-Year Limited Warranties: We warrant that the product will be free of material manufacturing defects when subject to ordinary and proper use, for twenty years from the original purchase date. This limited warranty covers manufacturing defects affecting the structure of the product; it does not cover wear and tear of coatings of any kind, which are covered by the following paragraph.

In addition, we warrant that the product will have a useful life of twenty years if you perform the Recommended Maintenance as set forth on the attached chart.

(b) Five-Year Limited Warranty: If you choose to have us pre-prime and pre-paint your product, we warrant that the product coating will be free of peeling or blistering for a period of five years from the original purchase date.

3. WHAT WILL WE DO?

If the product is found to be materially defective under Section 2(a), we will repair or replace the defective portions, at our option.

If the coating that we have applied peels or blisters within five years, under Section 2(b), we will arrange for repainting or coating at our premises or yours, at our option.

4. WHAT DOES THIS WARRANTY NOT COVER?

We are not responsible for any condition attributable to: (a) defects caused by improper installation; (b) use of the product beyond its ordinary and proper use; (c) corrosion caused by factors other than environmental or atmospheric processes; (d) any act of God (such as

flooding, hurricane, earthquake, lightning, etc.); and (e) improper handling, storage, use, or neglect of the product by you, the transferee, or third parties.

We are not responsible for demolition or installation costs or any indirect, special, consequential, or incidental damages to property. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

5. HOW DO YOU GET SERVICE?

If a material defect occurs within a warranty period, you must contact us at 800-205-0128 and send us, within 30 days of discovering the material defect: (i) a description and photo of the claimed defect; (ii) proof of purchase if you bought from a dealer or distributor rather than from us directly; (iii) and, if applicable or if we request, information or documents (inspection reports and maintenance receipts) to show that you have satisfied the requirements under the Twenty-Year Limited Warranties or the Five-Year Limited Warranty.

Send the information to us at:

Fence Quarter
Warranty Department
P.O. Box 163
Conover, North Carolina 28613

Once we approve the repair (which will normally happen within fifteen days after we receive any requested information from you), you must arrange for the defective railing insert to be detached. We will make arrangements for the railing insert to be repaired, either on-site at your premises, or off-site, at our option. If the repair is offsite, we will arrange transport to and from your premises. You are responsible for the safety of your premises during any period of removal.

RECOMMENDED MAINTENANCE

Our custom deck railing inserts are warranted to have a useful life of twenty years. Like any wood product, they are subject to wear and tear from weather and other environmental factors. With proper care and maintenance, they will last a generation.

Bare or untreated wood is susceptible to damage from water, sunlight, insects, and other causes. Our warranty covers our deck railing inserts that are painted or stained as individual disassembled components, maintained according to the schedules below.

Location	Painted Inserts	Stained Inserts
Within 3 miles of salt water	Inspection every two years	Inspection every year
3-10 miles from salt water	Inspection every three years	Inspection every two years
Over 10 miles from salt water	Inspection every five years	Inspection every three years

*Note that in areas in which the average summer temperature exceeds 90 degrees, risking ultraviolet light and heat damage, you must have the product inspected for needed maintenance at intervals of half the time shown above.

In each case, the inspection and maintenance must be performed by a licensed and bonded painting contractor, who provides a dated written report detailing the scope of work of any needed maintenance. If the product has any bare spots, the scope of work should include preparatory sanding, reapplication of a primer, and two top coats. As in the initial painting, the individual components rather than the assembled deck railing and insert must be painted separately to ensure the best possible protection.