

LIMITED WARRANTIES
For
Untreated or Primed Alaskan Yellow Cedar Deck Railing Inserts

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. This warranty is only applicable to the purchase of natural, untreated railing products made from Alaskan Yellow Cedar. (NOTE: If you seek to have our Limited 20 Year Warranty in effect, then Fence Quarter must apply both the first application of Primer and Topcoats – See Limited 20 Year Warranties). While predicting the life of the product can be challenging, we stand behind our quality craftsmanship and offer you the warranty set forth in Section 2. You are free to assign or transfer this limited warranty if you sell your home.

2. HOW LONG DOES THE COVERAGE LAST?

- (a) Standard Seven-Year Limited Warranty: We warrant that the product will be free of material defects when subject to ordinary and proper use, for seven 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.
- (b) One-Year Limited Warranty: If you choose to have us pre-prime your product, we warrant that the product coating will be free of peeling or blistering for a period of one year from the original purchase date. A primer is chosen with the intention of a top coating to be applied, hence if a top coating is not applied for a period of one year, the primer could deteriorate rather quickly in some environments after the first year.

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.

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.); (e) ordinary wear and tear; and (f) improper handling, storage, use, or neglect of the product by you, the transferee, or third parties. This includes storage or installation of the product near salt water, which accelerates deterioration.

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 to show that you have satisfied the requirements under the Seven-Year Limited Warranty or the Five-Year Limited Warranty.

The above information must be sent to the following address:

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.