



# United States and Canada Decking, Porch Flooring and Composite Railing Limited Warranty

## ELIGIBILITY

UFP Warranty Corporation (the “Warrantor”) is pleased to extend this Warranty to you, the original Consumer of the DecoRators product. This Warranty is valid for original Consumers of DecoRators Decking, Porch Flooring and Composite Railing material used in standard single family residential dwellings and may not be assigned or transferred by you. This Warranty only applies to product purchased and installed in the United States or Canada. This warranty does not cover color variation, scratches, or surface marks. Warrantor’s sole obligation is limited to refund or replacement of the product, and warrantor shall have no further liability or obligation except as expressly stated herein, if a claim is made under this warranty on a product that is no longer available, warrantor reserves the right to substitute a similar product of equivalent value. Please refer to the Warranty Coverage Matrix below to determine what warranty coverage applies to your product.

WARRANTY COVERAGE MATRIX			
DecoRators	25-Year	25-Year	25-Year
Decking	Structural	Stain &	Removal &
Series	Performance	Fade	Replacement
Voyage	✓	✓	✓
Vault	✓	✓	✓
Frontier	✓	✓	✓
Heritage	✓	✓	✓
Vista	✓	✓	✓
Classic	✓	✓	✓
Distressed	✓	✓	
Tropics	✓	✓	

## 25-YEAR STRUCTURAL LIMITED WARRANTY

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any DecoRators Decking, Porch Flooring or Composite Railing product used in a residential decking, porch flooring or railing application that splinters, corrodes or becomes structurally unfit due to rot, warp, cupping, checks or damage caused by termites or fungal decay within 25 years from the date of purchase.

## 25-YEAR LIMITED WARRANTY – STAIN RESISTANCE

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any DecoRators Decking, Porch Flooring or Composite Railing product used in a residential decking or railing application that exhibits permanent staining in the first 25 years from the date of purchase when exposed to food and beverage spills, including wine, tea, coffee, fruit punch, sodas, catsup, salad oils, barbeque sauces, mustard and other food- or beverage- related items that would typically be present on a residential deck or porch. This Warranty will only apply if an attempt is made by Consumer to remove any such spill from the decking material with water and mild household cleaners within forty-eight (48) hours of exposure to the surface, and such attempt is unsuccessful. Staining as a result of spilled abrasive compounds of acidic or basic pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a residential deck are not covered under this Warranty.

## 25-YEAR LIMITED WARRANTY – FADE RESISTANCE

Warrantor will, at its option, either replace or refund the appropriate prorated portion of the purchase price as set forth in the “Prorated Refund Schedule” below for any DecoRators Decking, Porch Flooring or Composite Railing product used in a residential decking or railing application that exhibits “Excessive Color Fade” within the first 25 years from the date of purchase. Excessive Color Fade is defined as a change in color greater than five (5) Delta E (CIE) when calculated according to ASTM D2244 for all non-variegated color surfaces. Excessive Color Fade for variegated color surfaces is defined as an unreasonable amount of color change in excess of “Normal Weathering.”

## 25-YEAR REMOVAL AND REPLACEMENT WARRANTY

If a DecoRators Decking, Porch Flooring or Composite Railing product is proven to be defective and eligible for replacement or refund under the terms of this Warranty and was installed in strict accordance with the installation instructions, Warrantor will provide, in addition to replacement product or a prorated refund of the purchase price, a prorated portion of the reasonable and customary costs associated with installing replacement products, including removal and disposal of defective products (“Replacement Costs”). Replacement Costs will be prorated as set forth in the “Prorated Refund Schedule” and based off of the reasonable and customary Replacement Costs on the date of the original purchase. This amount shall not be adjusted for inflation. Replacement Costs shall not include the cost of permits required or obtained in connection with installing replacement products.

## LIMITATIONS ON WARRANTY

Structural Limitations: ONLY DecoRators Frontier, Vault and Voyage decking, and DecoRators Porch Flooring material, manufactured with Eovations™ technology, may be installed in contact with the ground or submersion in water when a project design requires those conditions.

**Stain Limitations:** The Deckorators Decking, Porch Flooring and Composite Railing products are not stain-proof. Care must be taken to remove all food, beverage and other spilled materials with water and a mild household cleaner within forty-eight (48) hours of exposure. Stains resulting from spilled abrasive compounds of acidic or basic pH, strong solvents, oil-based paints or stains, metallic rust and other abnormal items not commonly used on a residential deck are excluded from coverage under this Warranty; Excluded stains include but are not limited to pet or human bodily fluids such as blood, vomit, urine or feces, and fungicides, bactericides, biocides and chemical-based plant food. Mold and mildew can settle and grow on any outdoor surface and, if not properly cleaned, can stain that surface. Staining associated with mold or mildew that is not properly cleaned within one week of first appearance is not covered under this Warranty. If stains persist, you will be required to produce documentation that you attempted to have the deck professionally cleaned at least one time prior to making a claim under this Warranty.

**Fade Limitations:** No decking or porch flooring material is fade-proof when exposed to sunlight and other common atmospheric conditions. Normal Weathering is to be expected over the life of the product and is not covered under this Warranty. Normal Weathering is defined as exposure to sunlight and extremes of weather and atmosphere that will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. Warrantor shall not be liable for any incidental or consequential damages arising out of the use or ownership of this product. Some states do not allow limitations on how long an implied Warranty lasts and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

This Warranty does not cover any product that:

- Is damaged by physical abuse, acts of God, acts of war, or other chemical or biological factors.
- Has not been installed in accordance with the manufacturer's installation guidelines and local building codes.
- Has been abused, placed under or subjected to abnormal residential-use conditions or has surface damage or surface punctures.
- Has been painted, coated, used, modified or otherwise treated in any manner other than as intended by Warrantor.
- Has been directly or indirectly exposed to extreme heat (in excess of 250 degrees Fahrenheit).

Failure to follow any restrictions or warnings supplied with the product shall make the Warranty null and void and of no further effect. Warrantor reserves the right to investigate any claim and to inspect the materials for which a claim is made. Proper installation is a condition to coverage under this warranty. Warrantor shall be allowed the opportunity to inspect the materials in their installed condition to determine whether or not the materials were properly installed. Disassembly of the materials prior to inspection by warrantor shall make the warranty null and void. Any construction or use of this product must be in accordance with all local zoning and/or building codes. The Consumer assumes all risk and liability associated with the construction or use of this product. The Consumer or contractor should take all necessary steps to ensure the safety of everyone involved in the project, including, but not limited to, wearing the appropriate safety equipment.

**This warranty sets forth the entire responsibility of the warrantor. Warrantor hereby disclaims any implied warranty of merchantability or fitness of the product for a particular purpose. Warrantor shall not be liable for any incidental or consequential damages arising out of the purchase, use, or ownership of the product. Purchase of the product is acceptance of the terms of this warranty.**

#### **CLAIM PROCEDURE**

To make a claim under this Warranty, the Consumer must, within ninety (90) days of actual or constructive notice of damage covered by this Warranty, do the following:

1. Prepare a letter that includes the following information:
  - A list of the number of pieces and the size of each piece for which the claim is made.
  - Proof of Purchase of the product, as shown on the original invoice or receipt.
  - Proof of Warranty, as evidenced by the original UPC or end-tag from the product, or a copy of the mark on the product.

2. Mail the above information to:  
UFP Warranty Corporation  
2801 East Beltline NE  
Grand Rapids, MI 49525

#### **PRORATED REFUND SCHEDULE**

<b>Years since purchase</b>	<b>Percent purchase price covered</b>
Years 1 - 6	100%
Years 7 - 10	80%
Years 11 - 14	60%
Years 15 - 18	40%
Years 19 - 21	20%
Years 22 - 25	10%