



Sylvanix Outdoor Products

Cladding 25 Year Fade and Stain Warranty

For the term set forth below, Sylvanix Outdoor Products (hereinafter "Sylvanix Outdoor Products") warrants to the original end-user purchaser (the "Purchaser") that Sylvanix Outdoor Products Cladding as the case may be (the "Product") will perform, under normal use and service conditions, as follows:
Term of Warranty: The term of this warranty shall begin on the date of original purchase, and shall end twenty-five (25) years thereafter for an application of the Product.

Fade Resistance: The Product shall not fade in color from light and weathering exposure as measured by color change of more than 5 Delta E (CIE) units. The Product is designed to resist fading. No material is fade-proof when exposed to years of UV exposure and the elements. The Product is designed to resist fading and will not in any event fade by more than 5 Delta E (CIE) units.

Stain Resistance: The Product shall be resistant to permanent staining resulting from mold and mildew naturally occurring in the environment, provided that such substances are removed from the Product with soap and water or mild household cleaners within one (1) week of exposure of first appearance of the mold and mildew. Notwithstanding the foregoing, Sylvanix Outdoor Products does not warrant that the Product is stain-proof and does not warrant stain resistance resulting from substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, materials not covered in the stain resistant warranty include abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal use items, and non-food and non-beverage substances, including but not limited to, biocides, fungicides, plant food, or bactericides. Mold and mildew can settle and grow on any outdoor surface, including this Product. You should periodically clean your siding to remove dirt and pollen that can feed mold and mildew. This warranty does not cover mold and mildew which is not properly cleaned as provided above within one (1) week of first appearance.

Transferability: With respect to a residential application, this warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the property upon which the Sylvanix Outdoor Products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the Sylvanix Outdoor Products were originally installed.

EXCLUSIONS FROM WARRANTY COVERAGE: Exposure to Heat: Direct or indirect contact with extreme heat sources (over 275 degrees) may cause fading and may damage the surface of the Product, and any effects of such exposure are expressly excluded from coverage under this warranty.

Surface Damage: Never use metal shovels or sharp-edged tools to remove snow and ice on the surface of the Product. If the surface of the Product is damaged or punctured, this warranty will be voided. Paint or Other Materials Applied to the Product: If paint or other coating materials are applied to the Product, this warranty will be voided.

Other Exclusions: This warranty shall not cover any condition attributable to: (1) improper installation of the Product and/or failure to abide by Sylvania Outdoor Product’s installation guidelines, including but not limited to improper gapping; (2) use of the Product beyond normal use or service conditions, or in an application not recommended by Sylvania Outdoor Product’s guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.); (5) improper handling, storage, abuse or neglect of the Product by Purchaser, the transferee or third parties; (6) any fading or staining not on the back side surface of the Product (i.e., the underside or the ends of the Product); or (7) ordinary wear and tear.

Procedure for Making a Claim under this Warranty In order to make a claim under this warranty, Purchaser must do the following:

1. If the Purchaser is making a claim relating to the warranty on stain resistance, Purchaser must do as follows: (a) Purchaser must try to clean the affected area of the deck by using the cleaning procedures described above within one (1) week of exposure of the food or beverage to the Product or first appearance of the mold and mildew. (b) If the affected area remains reasonably unsatisfactory after Purchaser has tried these cleaning procedures, then Purchaser must have the affected area of the deck professionally cleaned at Purchaser’s expense. (c) If the affected area remains reasonably unsatisfactory after the professional cleaning, Purchaser may make a claim under this warranty, provided that such claim is made within thirty (30) days after the professional cleaning.

2. To make a claim under this limited warranty, Purchaser, or the transferee, shall send to Sylvania Outdoor Products, within the warranty period referred to above, a description and photographs of the affected area of the Product, proof of purchase, and if the claim relates to the warranty on stain resistance, proof of compliance with paragraph 1. above, to the following address: Sylvania Outdoor Products Inc, Suite 205, RT 9 S Manalapan, NJ 07726.

3. Upon confirmation by an authorized Sylvania Outdoor Products representative of a valid claim hereunder, Sylvania Outdoor Product’s sole responsibility shall be, at its option, to either replace the affected item or refund the portion of the purchase price paid by Purchaser for such affected item (not including the cost of its initial installation). Replacement material will be provided that is as close as possible in color, design and quality as the replaced material, but Sylvania Outdoor Products does not guarantee an exact match as colors and design may change.

4. If a valid warranty claim hereunder is made during years eleven (11) through twenty-five (25) after the original purchase for a residential application, recovery will be prorated. If Sylvania Outdoor Products is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim, or if it is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of boards otherwise meeting the requirements for a claim.

YEAR OF WARRANTY CLAIM PERCENTAGE RECOVERY

Year #	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Refund %	80%	80%	80%	60%	60%	60%	40%	40%	40%	20%	20%	20%	10%	10%	10%