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.

Railing: This warranty does not cover Trex Transcend® railing components.

Other Exclusions: This warranty shall not cover any condition attributable to: (1) improper installation of the Product and/or failure to abide by Trex’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 Trex’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 fad or staining not on the walking 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 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 Trex, 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:
   Trex Company, Inc.
   Customer Relations
   160 Exeter Drive
   Winchester, VA 22603-8605

3. Upon confirmation by an authorized Trex representative of a valid claim hereunder, Trex’s sole responsibility shall be, at its option, either to 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 Trex 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 Trex 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.

5. This warranty shall not cover and Trex shall not be responsible for costs and expenses incurred with respect to the removal of affected product or the installation of replacement materials, including but not limited to labor and freight.

Under no circumstances will Trex be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and Trex’s liability with respect to products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of incidental or consequential damages may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

Copyright © 2013 Trex Company, Inc.