



**SYNTHETIC GRASS & COMPOSITE**

## LIMITED WARRANTY - EZDECK™, EZFENCE™ DECLARATION OF THE WARRANTY

Synthetic Grass & Composite corp. (hereinafter referred to as "SGC") warrants to the original purchaser (hereinafter referred to as the "Buyer") that for the entire period as defined below and under the conditions as defined below, SGC products do not have any manufacturing defects. The Buyer must notify SGC within 30 days of any manufacturing defect and follow the procedures as indicated in this warranty. For the **EZDECK™ PREMIUM** Composite Boards, the warranty period is lifetime from the date of the original purchase for a residential application, and ten (10) years from the date of the original purchase for a commercial application. For the **EZDECK™ ELITE** Composite Boards, the warranty period is twenty-five (25) years from the date of the original purchase for a residential application, and ten (10) years from the date of the original purchase for a commercial application. For the **EZDECK™ NATURAL** Composite Boards, the warranty period is fifteen (15) years from the date of original purchase for a residential application, and eight (8) years from the date of original purchase for a commercial application. For the **EZDECK™ DESIGN** Composite Boards, the warranty period is ten (10) years from the date of original purchase for a residential application, and there is no warranty offered for a commercial application. For the **EZFENCE™ PREMIUM** Composite Fencing Boards, the warranty period is lifetime from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application. For the **EZFENCE™ ELITE** Composite Fencing Boards, the warranty period is twenty-five (25) years from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application. For the **EZFENCE™ NATURAL** Composite Fencing Boards, the warranty period is fifteen (15) years from the date of original purchase for a residential application, and eight (8) years from the date of original purchase for a commercial application. For the **EZFENCE™ DESIGN** Composite Fencing Boards, the warranty period is ten (10) years from the date of original purchase for a residential application, and five (5) years from the date of original purchase for a commercial application.

\*EZFENCE™ provides a different warranty for the BLACK CHROME aluminum extrusion parts such as: posts, top and bottom beam, shutters board, post channel, door tubing, door reinforcement bars and aluminum aesthetic board. The warranty period for the paint finish is ten (10) years and will be prorated as follows: 100% replacement for the first five (5) years; and 50% replacement for the following five (5) years. This warranty does not apply to any aluminum parts not mentioned in this section.

\* EZFENCE™ provides a different warranty for the BLACK PREMIUM aluminum extrusion parts such as: posts, top and bottom beam, shutters board, post channel, door tubing, door reinforcement bars and aluminum aesthetic board. The warranty period for the paint finish is fifteen (15) years and will be prorated as follows: 100% replacement for the first five (5) years; 50% replacement for the following five (5) to ten (10) years; and 25% replacement from the eleventh (11) year to fifteenth (15) year. This warranty does not apply to any aluminum parts not mentioned in this section.

\* EZFENCE™ provides a different warranty for the composite post and extrusion parts such as: post, top and bottom beam, shutters board, post channel, door tubing, door reinforcement bars and aluminum aesthetic board. The warranty period is five (5) years from the date of original purchase for a residential application, and three (3) years from the date of original purchase for a commercial application. This warranty does not apply to any other composite parts or aluminum parts not mentioned in this section.

In the event of a defect during the warranty period, the purchaser must inform SGC in writing with a complete report including photos and a solution to the problem. Once a defect has been identified by an authorized SGC representative, SGC's sole responsibility will be, at its discretion, the replacement of the defective item or refunding the portion of the purchase price paid by the buyer in correspondence to the defective item (excluding the cost of the initial installation). For the purposes of this warranty, a "residential application" is defined as an installation of a SGC product in an individual residence, and a "commercial application" is defined as an installation of a SGC product excluding a residential installation.

**THIS WARRANTY CAN NOT COVER, AND SGC SHALL NOT BE LIABLE FOR ANY COSTS OR EXPENSES INCURRED IN CONNECTION WITH THE REMOVAL OF DEFECTIVE PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO THE INSTALLATION AND TRANSPORTATION.**

In the aforementioned cases, the customer can not claim loss of damages to SGC as we do not provide sufficient information regarding the installation.

For a residential application, this warranty may be transferred once (1) within a period of five (5) years from the date of original purchase by the Buyer to a third party purchaser of the property on which SGC products were originally installed.

For a commercial application, this warranty may be freely transferred to a third party purchaser of the property on which the SGC products were originally installed. To make a claim under this limited warranty, the purchaser or the transferee must send, during the above-mentioned warranty period, a description and photos of the defect identified with proof of purchase to the following address: SGC Synthetic Grass & Composite corp. Customer Relations 1670 Semple Street, unit 189 Québec, Quebec, G1N 4R9. SGC neither warrants nor is liable for, and no implied warranty shall be deemed to cover any situation attributable to: (1) improper installation of SGC Products and / or failure to comply with SGC installation instructions, including but not limited to, an inappropriate joint space; (2) the use of SGC products outside the normal use and service conditions or for purposes not recommended by the SGC guidelines and the local building code; (3) the movement, distortion, collapse or compaction of the soil or load-bearing structure on which SGC products are installed; (4) any natural disaster (flood, hurricane, earthquake, lightning, etc.), environmental condition (air pollution, mold, mildew, water infiltration, etc.), coloring due to foreign substances (dirt, grease, oil, etc.), or normal weather (exposure to sunlight, weather and the atmosphere that will make any colored surface gradually fade, calcify or accumulate dirt); (5) deviations or color changes of SGC products; (6) improper handling, storage, abuse or neglect of SGC Products by Buyer, Assignee or third parties; (7) normal wear and tear; (8) cracking of the products. SGC does not authorize any person or entity to make any representations as to the quality or performance of SGC Products other than those contained in this warranty, and SGC will not be bound by any of the following: these statements. This warranty may only be modified or amended by a written act signed by SGC and the Purchaser. IN NO EVENT SHALL SGC BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. THAT SUCH DAMAGES ARE CONTRACTUAL, DELIBERATE (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND THE LIABILITY OF SGC REGARDING DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR THE REIMBURSEMENT OF THE PURCHASE PRICE, AS PREVIOUSLY DESCRIBED. The transportation of the replacement and the return of the products are not covered by SGC and is the sole responsibility of the customer. You will find in the table below, the warranty claim year and SGC's authorized

replacement of materials from the date of original purchase for a residential application:

Year of the warranty claim	Premium & High End Series	Elite Series	Natural & Tropical Series	Design Series
1	100%	100%	100%	100%
2	100%	96%	80%	50%
3	100%	92%	60%	45%
4	100%	88%	50%	40%
5	100%	84%	45%	35%
6	100%	80%	40%	30%
7	100%	76%	35%	25%
8	100%	72%	30%	20%
9	100%	68%	25%	15%
10	100%	64%	20%	10%
11	60%	60%	15%	
12	56%	56%	10%	
13	52%	52%	5%	
14	48%	48%	5%	
15	44%	44%	5%	
16	40%	40%	5%	
17	36%	36%	5%	
18	32%	32%	5%	
19	28%	28%	5%	
20	24%	24%	5%	
21	20%	20%		
22	16%	16%		
23	12%	12%		
24	8%	8%		
25	4%	4%		
Lifetime	4%			

Please see the table below for the warranty claim years of SGC's authorized replacement of materials from the date of original purchase for a commercial application:

Year of the warranty claim	Elite & Premium & High End Series	Natural & Tropical Series	Design Series
1	100%	100%	100%
2	90%	50%	50%
3	80%	40%	20%
4	70%	30%	10%
5	60%	20%	5%
6	50%	10%	
7	40%	5%	
8	30%	5%	
9	20%		
10	10%		

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