

TWO STONE INDUSTRIES LIMITED

STONE FENCE + FURNITURE LIMITED WARRANTY

This Limited Warranty is Made and Given by Two Stone Industries

10 Years decreasing Warranty for Stone Fence Panels valid for Wood Plastic Composite Fencing, Steel Fencing and Aluminum. The Limited warranty sets forth the sole and exclusive warranty being provided by Two Stone Industries Ltd.

Coverage

Two Stone Industries Ltd (Distributor), offers this 10-year limited warranty to the original purchaser (Customer) of our fencing products. This Warranty covers defects in material and workmanship that may arise under normal use and proper installation during the warranty period. The Warranty period begins on the date of purchase by the Customer.

Warranty Period

The Warranty is valid for ten (10) years from the date of purchase by the Customer. During this period, the Distributor will, at its sole discretion, repair, replace, or refund the original purchase price of any Product found to be defective under the terms and conditions of this Warranty.

Fading

Fading of color due to UV exposure is a natural characteristic, particularly WPC Fencing. The Distributor guarantees that the product’s colour will stabilize over time and that any fading will not exceed a reasonable and industry standard level during the 10-year warranty period. Please note that fading caused by UV exposure within reasonable standards is not covered under this Warranty as it does not affect the structural integrity of the product.

Prorated Warranty

If a valid warranty issue arises from year 0 to year 2 minus a day, 100% replacement will be provided. In the event of a valid warranty claim made during years two (2) through ten (10) after the original purchase date for residential applications, the Customer’s recovery will be prorated as indicated below:

Table with 2 columns: Year of Claim, Recovery. Rows include: 2 – less than 3 years (80%), 3 – less than 4 years (60%), 4 – less than 5 years (40%), 5 – less than 6 years (20%), 6 – 10 years (10%).

Covered Components

This Warranty covers the following components of the Fencing Product:

- 1. Fence Panels
2. Fence Posts
3. Fence Rails
4. Accessories (caps, base plates, side covers etc.)

Exclusions

This Warranty does not cover damage or defects caused by:

- 1. Improper installation, misuse, abuse, neglect or accidents. Including, but not limited to, improper spacing of boards from ground, incorrect hardware, overexposure to moisture (ie: sprinklers) etc.
2. Acts of nature, including but not limited to, extreme weather conditions, floods, fires or any other extreme conditions
3. Alterations or modifications to the Product not authorized by Two Stone Industries
4. Exposure to chemicals, solvents, or cleaners that are not recommended by Distributor

5. Normal wear and tear, including fading of colour due to UV exposure
6. Damage caused by insects and pests
7. Failure to follow Distributor’s care and maintenance instructions (below)
8. Gate Hardware - Hinges, latches etc.
9. Bolts, screws and other fasteners

Labor Costs

Labor costs incurred for the removal of the defective products and the installation of replacement materials are not covered under this Warranty. The Customer shall bear all labor costs associated with Warranty claims.

Warranty Claim Procedure

To make a warranty claim, the Customer must

1. Contact Two Stone Industries Ltd within thirty (30) days of discovering the alleged defect
2. Provide proof of purchase (invoice or receipt) and detailed information about the alleged defect
3. Allow Two Stone Industries to inspect the Product and verify the claimed defect

Seller’s Obligations

If a defect covered by Warranty is confirmed, the Distributor will at its discretion:

1. Repair the defective Product, or
2. Provide replacement components for the defective Product or
3. Refund the original purchase price of the defective Product

WARRANTS TO: (OWNERS)

NAME: _____ CELL: _____
 EMAIL: _____ ADDRESS: _____
 CITY/PROVINCE: _____ POSTAL CODE _____
 DATE MATERIAL INSTALLED: _____
 NAME OF CONTRACTOR/INSTALLER: _____
 CONTRACTOR CONTACT INFO: _____
 PROJECT ADDRESS: _____

CARE INSTRUCTIONS

CLEANING + CARE

Composite

- Rinse the boards with plain water before or after installation to remove the factory coating. This prevents temporary discolouration that may appear when the boards get wet for the first time.

All Boards

- Fence boards, particularly those made of metal, may scratch easily. Avoid abrasive cloths, installation near abrasive foliage or any activities that may cause friction and damage.
- Occasional rinsing of all fence components with a hose throughout the life of the fence will keep it looking new for years to come.

COLOUR

- A natural colour fade will occur gradually over the first few years after installation before stabilizing.