

## 25-YEAR STAIN AND FADE LIMITED WARRANTY

PLEASE READ THIS WARRANTY CAREFULLY BEFORE PURCHASING, USING OR INSTALLING YOUR WOLF PERSPECTIVE DECKING PRODUCT ("PRODUCT"). THIS WARRANTY IS A BASIS OF THE BARGAIN AND PURCHASE OF THE PRODUCT AND SETS FORTH THE ENTIRE WARRANTY AND RESPONSIBILITY OF FIBERON ("MANUFACTURER") AND WOLF HOME PRODUCTS ("WOLF"). PURCHASE AND USE OF THE PRODUCT CONSTITUTES ACCEPTANCE OF AND AGREEMENT TO THESE TERMS. SECTION 5 CONTAINS A BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER THAT AFFECTS YOUR RIGHTS ABOUT HOW TO RESOLVE ANY DISPUTE WITH THE MANUFACTURER.

### **1. LIMITED WARRANTY COVERAGE**

Fiber Composites LLC, individually and doing business as Fiberon ("Manufacturer"), warrants the stain and fade resistance of Wolf Perspective Decking ("Product") to the original purchaser ("Purchaser", "you" or "your") for the warranty period set forth below under normal and proper service conditions, when properly installed and used as decking in residential applications, as long as the Purchaser owns the residence upon which the decking materials are installed.

#### **25-Year Limited Warranty:** Wolf Perspective Decking

**Stain Resistance:** The Manufacturer warrants that the Product will be from the date of residential consumer purchase for the term coverage stated above, resistant to permanent staining resulting from spills of food and beverage items that would typically be present on a residential deck, provided that the Product was installed, cared for and maintained in accordance with the Manufacturer's written instructions, the Product Care and Maintenance Instructions found on [wolffhomeproducts.com](http://wolffhomeproducts.com) and the conditions stated above .

**Fade Resistance:** The Manufacturer warrants that the Products are and will be, from the date of residential consumer purchase for the term coverage stated above, resistant to color change from light and weathering exposure as measured by color change in excess of 5 Delta E (Hunter) units provided that the Products were installed, cared for and maintained in accordance with the Manufacturer's written instructions and the Products Care and Maintenance instructions found on [wolffhomeproducts.com](http://wolffhomeproducts.com) and the conditions stated below.

**Exclusions from/Voiding Stain and Fade Warranty Coverage:** The Manufacturer does not warrant its Products to be stain or fade proof. When installed, cared for and maintained properly in the residential exterior deck environment, the Products provide stain and fade resistance. However, no material is stain or fade proof, especially but not only when stains result from spilled or otherwise substances that are not properly cleaned or when the materials are exposed to years of UV exposure and the elements.

Without limitation on any other provision of this Limited Warranty, the Manufacturer does not warrant for stain resistance resulting from spilled or otherwise applied substances that are not properly cleaned with soap and water or mild household cleaners immediately.

All warranties are void and excluded in their entirety in any of the following events:

- Failure to install, care for and maintain the Product in accordance with the Manufacturer's written instructions, and the Manufacturer's Care and Maintenance instructions found on [wolffhomeproducts.com](http://wolffhomeproducts.com) and the conditions stated below voids all warranties in their entirety.
- Use of abrasive compounds of acidic or basic pH, strong solvents, oil based paints or stains, metallic rust, concrete or masonry products, air or water borne minerals and other abnormal residential deck use items will damage the Product and voids all warranties in their entirety.
- Direct or indirect contact with the Product of extreme heat sources (over 250 degrees) voids all warranties in their entirety.
- Damaging, gouging, scraping or puncturing the surface of the Product voids all warranties in their entirety.
- Paint or applying other coating materials to Product voids all warranties in their entirety.



# WOLF PERSPECTIVE™ DECKING

Compliance with the Products Care and Maintenance Instructions is required and a condition precedent to any warranty or warranty claim. Without limitation on any other provision of this Limited Warranty to qualify for coverage, you must have tried cleaning the affected area of your deck using the instructions indicated within this document and within the Care and Maintenance Instructions provided online at [wolffhomproducts.com](http://wolffhomproducts.com). If the affected area still remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your deck professionally cleaned at your expense. If the affected area remains unsatisfactory after the professional cleaning, you must contact the Manufacturer's Consumer and Technical Support (800-573-8841) and provide proof of the professional cleaning within 30 days of the professional cleaning.

The limited warranty set forth in this Limited Warranty and the applicable Residential and Commercial Limited Warranties are the only warranties (whether written or oral, express or implied) the Manufacturer and Wolf make for your Product or Product Fasteners; it is subject to all terms and conditions stated herein and no one (including but not limited to a Wolf dealer, installer, reseller, agent or employee) is authorized to modify, expand or add to this limited warranty. The Manufacturer makes no other representation, guarantee or warranty. No one is authorized to make any representation, guarantee or warranty on the Manufacturer's behalf, and the Manufacturer shall not be bound by or liable for, any representation, guarantee, warranty, or condition with regard to any Product or Product Fastener other than as expressly stated in this Limited Warranty. THIS LIMITED WARRANTY COMPRISES THE MANUFACTURER'S SOLE AND ENTIRE WARRANTY AND OBLIGATION IN CONNECTION WITH THE PRODUCT OR PRODUCT FASTENERS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, CONDITION, SUITABILITY, OR PERFORMANCE, ARE EXPRESSLY EXCLUDED AND DISCLAIMED. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NOT EFFECTIVELY DISCLAIMED ARE LIMITED TO THE APPLICABLE STATUTE OF LIMITATIONS BUT IN NO EVENT WILL EXTEND BEYOND THE APPLICABLE WARRANTY PERIOD. THE MANUFACTURER EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. IN NO EVENT, REGARDLESS OF THE BASIS OF ANY CLAIM OR LIABILITY, SHALL THE MANUFACTURER BE LIABLE FOR ANY DAMAGES, OF ANY NATURE OR DESCRIPTION WHATSOEVER, EXCEEDING, AND ANY LIABILITY SHALL BE LIMITED TO, THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT AS ADJUSTED ON THE BASIS OF THE PRORATED WARRANTY SCHEDULE PROVIDED HEREIN.

## **2. WARRANTY CLAIM PROCEDURE**

- a. To make a warranty claim, the Purchaser must send a copy of this warranty document, copy of original proof of purchase, and photos of the defective or nonconforming Product to the address below. Such proof of purchase must be from an authorized Wolf Product dealer and must show (1) the date of the purchase and (2) that sufficient Product has been purchased to cover the number of lineal feet claimed to be damaged. All warranty claims must be received by the Manufacturer within the Warranty Period and in no event later than thirty (30) days after any discovery of a possible nonconforming nature of or other failure of the Product or Product branded fastener.
- b. Claims and Notices must be sent to:  
Fiberon  
Consumer and Technical Support Department 181 Random Dr.  
New London, NC 28127 USA  
Phone 844-226-3958 | Fax 704-463-1750 | email [info@fiberondecking.com](mailto:info@fiberondecking.com)
- c. Upon discovering a possible defect of the Product, Purchaser must make temporary repairs or cordon off the area at the Purchaser's expense to protect all property and persons that could be affected. If needed, the Purchaser must allow the Manufacturer to enter the property into which the Product is installed to inspect the nonconforming product. The Manufacturer must have made a determination on the warranty claim before any permanent repairs or removal of materials may be undertaken. No products shall be returned to the Manufacturer unless directed and authorized by the Manufacturer in writing to do so. Any removal or disposal of defective products shall be at Purchaser's expense.

## **3. GENERAL CONDITIONS, EXCLUSIONS AND LIMITATIONS**

- a. **Purchaser's Sole Remedy.** Purchaser's sole remedy, and the Manufacturer's sole liability, for any



WOLF HOME PRODUCTS®

# WOLF PERSPECTIVE™ DECKING

claim whatsoever relating to the Product, including without limitation any claims arising out of the marketing, purchase, installation, use, storage, possession or maintenance of the Product (whether such claim arises in contract, warranty, tort, gross negligence, negligence, strict liability, statutes or regulations or otherwise) or any claims that the Product failed to perform as warranted above, is and shall be the replacement of the defective Product with new Product in an amount equal to the volume (linear feet) of defective material as listed on the Prorated Warranty Schedule contained herein.

Replacement Product will be as close in color, design and quality to the original installation as reasonably possible, in the Manufacturer's discretion and determination, but the Manufacturer does not guarantee an exact match as colors and designs may change. Additionally, Purchaser agrees to the use of such fasteners as adequate for reinstallation of the furnished board, irrespective of existing method. The Manufacturer may, at its option, elect to refund the percentage of the original purchase price listed under Recovery on the Prorated Warranty Schedule in lieu of replacing the defective product.

RECOVERY	25-YEAR PRORATED STAIN AND FADE LIMITED WARRANTY SCHEDULE
100%	0-10 Years
80%	11-13 Years
60%	14-16 Years
40%	17-19 Years
20%	20-22 Years
10%	23-25 Years

## b. Exclusions and Limitations of Certain Damages.

In no event will the Manufacturer be liable for any direct, indirect, incidental, special, consequential, punitive, exemplary, statutory, special, or other, damages based upon the Product or resulting, directly or indirectly, from any defect in the Product, including but not limited to damage to, diminution in value of and/or loss of use or enjoyment of, any property or part thereof, whether based on contract, tort, strict liability, statute, regulation or otherwise, even if the Manufacturer is expressly advised about the possibility of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages in certain circumstances, so the above limitation may not apply to you.

In addition, this Limited Warranty does not cover and the Manufacturer shall not be liable for any installation, removal or reinstallation costs. The Manufacturer does not warrant against and is not responsible for, and no express or implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of the Product and/or failure to abide by the Manufacturer's written instructions and any applicable laws or building codes, including but not limited to improper structural support, fastening, ventilation or gapping; (2) use of the Product beyond normal use or in an application not recommended or permitted by the Manufacturer's written instructions and applicable laws and building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product are installed; (4) Defects in or failure arising from decking structure resulting from water caused by improper installation, workmanship, maintenance or repair; (5) any Act of God (including but not limited to flooding, hurricane, tornado, wind, earthquake, lightning, hail, etc.); (6) discoloration, fading, spotting or staining from or caused, in whole or in part, by mold, mildew, other fungal growth, organic materials, metallic oxides or particles (including but not limited to rust or corrosion of any fasteners), dirt, other atmospheric or environmental pollutants, foreign substances such as grease or oil, chemicals (including but not limited to those found in cleaners), or normal weathering (defined as natural efflorescence, exposure to sunlight, weather and atmospheric conditions which causes any colored surface to gradually fade, flake, chalk, or accumulate dirt or stains); (7) damage resulting from casualty, fire or exposure to heat sources such as cooking devices or retro-reflective surfaces; (8) the application of paints, stains, surface treatments or other chemical substances including but not limited to cleaners or pesticides; (9) fading, flaking or other deterioration of any paints, stains or other coatings placed on the Product; (10) climate change, environmental conditions, static electricity or any cause beyond the control of the Manufacturer; (11) variations or changes in color of the Product; (12) improper handling, maintenance, storage, abuse or neglect of the Product by Purchaser or others; (13) ordinary wear and tear; (14) impact from objects; or (15) any fasteners not supplied or approved by the Manufacturer.

## c. Additional Terms and Limitations.

The suitability of the Product for Purchaser's property for the installation and use of the Product, including but not limited to whether the Product meets the requirements of any applicable building or safety code or similar regulation relating to Purchaser's property, is the responsibility of the Purchaser and/or its design professionals, and not that of the Manufacturer. The Manufacturer does not provide architectural or engineering services. The Manufacturer makes no express or implied



WOLF HOME PRODUCTS®

# WOLF PERSPECTIVE™ DECKING

warranty or representation as to the suitability of the Product for, or actual performance, capabilities or operation of the Product at, Purchaser's property or under the conditions of Purchaser's use.

Without limitation on any other provision of this Limited Warranty, all warranties, whether express or implied, and including this Limited Warranty, are void if any one or more of the following applies or occurs: (i) the Product is not installed, maintained and/or used strictly in accordance with the Manufacturer's written instructions, and all applicable laws, codes and regulations; (ii) misuse of the product, whether foreseeable or unforeseeable; (iii) failure of proper and timely maintenance or repair; (iv) failure to provide timely notice to the Manufacturer of any failure or defect of the Product; or (v) use of fasteners other than the Manufacturer's branded fasteners or approved hidden fasteners listed on [wolfhomeproducts.com](http://wolfhomeproducts.com) to the extent that the Product failures resulted from the use of non-approved fasteners.

## **4. BINDING ARBITRATION AND CLASS ACTION WAIVER IF YOU LIVE IN THE UNITED STATES**

This section applies to any dispute between you and the Manufacturer relating to your Product. "Dispute" will be given the broadest possible meaning allowable under law.

**4.1. Notice of Dispute.** In the event of a dispute, you must give the Manufacturer a Notice of Dispute, which is a written statement that sets forth the name, address and contact information of the party giving it, the facts giving rise to the dispute, and the relief requested. You must send any Notice of Dispute by U.S. Mail to Fiberon, Consumer and Technical Support Department, 181 Random Dr. New London, NC 28127. You will attempt to resolve any dispute with the Manufacturer through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, you may commence arbitration.

**4.2. Small Claims Court.** You may also litigate any dispute in small claims court in your county of residence, if the dispute meets all requirements to be heard in the small claims court. You may litigate in small claims court whether or not you negotiated informally first.

**4.3. BINDING ARBITRATION. IF YOU AND THE MANUFACTURER DO NOT RESOLVE ANY DISPUTE BY INFORMAL NEGOTIATION OR IN SMALL CLAIMS COURT, ANY EFFORT TO RESOLVE THE DISPUTE WILL BE CONDUCTED EXCLUSIVELY BY BINDING ARBITRATION. YOU ARE GIVING UP THE RIGHT TO LITIGATE (OR PARTICIPATE IN AS A PARTY OR CLASS MEMBER) ALL DISPUTES IN COURT BEFORE A JUDGE OR JURY. Instead, all disputes will be resolved before a neutral arbitrator, whose decision will be final except for a limited right of appeal under the Federal Arbitration Act. Any court with jurisdiction over the parties may enforce the arbitrator's award.**

**4.4. CLASS ACTION WAIVER.** Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor the Manufacturer will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

**4.5. Arbitration Procedure, Costs, Fees and Incentives.** Any arbitration will be conducted by the American Arbitration Association (the "AAA") under its Commercial Arbitration Rules and in many cases its Supplementary Procedures for Consumer-Related Disputes. For more information, see [www.adr.org](http://www.adr.org) or call 1-800-778-7879. In any dispute seeking less than \$10,000 in damages, The Manufacturer will promptly reimburse your filing fees and pay the AAA's and arbitrator's fees if you are the prevailing party. You agree to commence arbitration only in your county of residence or New London, NC.

## **4. CHOICE OF LAW**

North Carolina law shall govern the interpretation of this Limited Warranty and any claim that the Manufacturer has breached it, regardless of conflict of law principles.

