

TERRAMAI

Limited Warranty - Siding & Decking

TerraMai.com

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TerraMai - Limited Product Warranty v20200527

5 YEAR STRUCTURAL WARRANTY

For a period of 5 years from the date of purchase, TerraMai's warranty commitment is to provide siding and decking that is free from manufacturing defects in milling. TerraMai materials are designed and manufactured to rigorous quality specifications and meet industry standards. The material could fail for several reasons including improper or no acclimation, improper installation or site conditions, installation in an environment not appropriate for such materials, improper care and improper maintenance, etc.

Wood is a natural material and it can vary widely in color, character and grain. These variations are an inherent part of wood's natural beauty. Characteristics such as mineral streaks, knots, grain variation, color variation and other naturally occurring differences between individual pieces, and differences between sample pieces and the installed product, are to be expected and are not considered defects.

FINISH WARRANTY

TerraMai further warrants that, under normal conditions and with proper maintenance as prescribed for the applicable coating type, the finish on TerraMai's paneling and decking products will not wear through to raw wood in any single area for 1 Year from the date of purchase. This warranty does not apply to natural oil finishes.

Under this finish warranty, TerraMai warrants that TerraMai's factory finished products are covered under this warranty ONLY when cleaned and maintained by the guidelines set forth by the finish type. Standard maintenance may require re-application of finish by a licensed professional during the period of this warranty, and the need for such re-application does not constitute a product failure. The frequency of the maintenance required to maintain decking and siding finished may vary significantly from one setting to the next, depending on foot traffic, sun exposure, water exposure, temperatures, and other environmental factors. Siding or decking finished used in a commercial setting may require frequent refinishing. Gloss reduction to be expected and is not considered wear through to raw wood and is not covered under this warranty.

For care and maintenance, please see Section 3 of Limited Warranty.

Please note that this finish warranty does not include custom or natural oil finishes.

SECTION 1

This warranty does not cover:

1. Damage, indentations, scratches or stains arising from the following: negligence, accidents, abuse, fire or excessive heat, abnormal wear, heels (including spike heels), caster wheels, grit, sand or exposure to other abrasive substances, dents, pet damage, insect infestation.
2. Damage caused by excessive water exposure including, but not limited to, submersion for any length of time, regular irrigation water exposure, exposure to excessively pressurized water, pooling water, or other conditions that do not allow the wood to dry for significant periods of time.
3. Changes in color or tone from exposure to UV light. Prolonged exposure to sunlight will cause changes in the color and tone of any wood and its finish. This is a natural and inevitable process and does not constitute a defect.
4. Separation between installed boards, cracks including face checking and end checks resulting from natural expansion and contraction, or minor cupping. Because wood is a natural product, it will expand and contract as moisture, temperature and humidity levels change throughout seasons. Seasonal expansion and contraction are considered normal and are not covered by this warranty.
5. Problems resulting from improper storage, site conditions, acclimation, installation or maintenance (see Siding & Decking Care and Maintenance considerations below) of our products.

SECTION 2

Information required to activate the warranty:

IMPORTANT!! To activate this project-specific warranty, the installer must send the following documented site information PRIOR to installation to BOTH.

CustomerService@TerraMai.com AND your TerraMai Account Manager (visit <https://www.terramai.com/team-terramai> to determine your contact).

For reference, see Acclimation Document at <https://www.terramai.com/Siding&DeckingAcclimation>.

1. Brief narrative of the acclimation process and installation timeline including detailed information on temperature and humidity.
2. Documentation of environmental conditions of storage and acclimation areas. If the material has been in storage, provide where, how, and length of time the material was stored plus storage climate conditions. Material should be acclimated in the installation space under proper environmental conditions. Provide relative humidity (RH) and

temperature of the installation space during acclimation, captured on a daily basis, and at time of installation.

3. Documentation in a series of Moisture Content (MC) readings performed from the arrival date of the shipment on a daily basis to the date of achievement of Equilibrium Moisture Content (EMC) of the wood prior to installation. EMC must be achieved and documented prior to installation. Clearly state the optimal MC for your specific geographical area.

ANY of the above 3 items not received and confirmed by TerraMai PRIOR to being installed will void this warranty.

SECTION 3

Siding & Decking Care and Maintenance:

As with any siding or decking, our factory finished wood siding and decking will show signs of wear over time, depending on the environment, site conditions, amount of traffic and type of use. Ultimately, owner understanding of usage and observation of the siding and decking conditions over time will dictate the care and maintenance program. By observing a few precautions and setting up a regular cleaning routine and maintenance program, your TerraMai reclaimed wood siding and decking will provide years of beauty.

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exhaustive list.

DECKING

1. Remove spills promptly using a soft cloth and mild soap and water if necessary.
2. Important: Do not use oil soaps, liquid or paste wax products or other industrial cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since this warranty does not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your decking and may also negatively impact future efforts to re-coat or re-finish.
3. Sweep or vacuum regularly since built-up grit can damage the integrity of the finish and surface of the wood. If vacuuming, the head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
4. Use extreme care if using a pressure washer to clean siding or decking. Start from several feet away from the wood surface at the lowest pressure setting and slowly move closer while moving in a sweeping motion. High pressure water can severely damage the finish and the wood. Damage resulting from pressure washing or other high pressure water will not be covered by this warranty.

5. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss – damage resulting from the use of these products will not be covered under warranty and will produce unsatisfactory results.
6. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
7. Make certain furniture casters are clean and operate properly (a minimum 1” wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
8. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange furniture and other objects periodically so the decking ages evenly.
9. This warranty does not cover damage from the sun and its UV rays.
10. Ensure that plants, weeds, trees, signage, or other items are not scraping against the deck with wind. Wear to the surface from abrasion is not covered under this warranty.

SIDING

1. Remove spills promptly using a soft cloth and mild soap and water if necessary.
2. Important: Do not use oil soaps, liquid or paste wax products or other industrial cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since this warranty does not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your siding and may also negatively impact future efforts to re-coat or re-finish.
3. Use extreme care if using a pressure washer to clean siding. Start from several feet away from the wood surface at the lowest pressure setting and slowly move closer while moving in a sweeping motion. High pressure water can severely damage the finish and the wood. Damage resulting from pressure washing or other high pressure water will not be covered by this warranty.
4. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss – damage resulting from the use of these products will not be covered under warranty and will produce unsatisfactory results.
5. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. This warranty does not cover damage from the sun and its UV rays.
6. Ensure that plants, weeds, trees, signage, or other items are not scraping against the siding with wind. Wear to the surface from abrasion is not covered under this warranty.

SECTION 4

Long-Term Care/Refinishing:

1. Timing to refinish a siding or decking will depend upon usage, exposure and various other factors. Ultimately decking and siding should be refinished before any activity wears through the finish exposing the raw wood beneath.
2. It is inadvisable to spot finish siding or decking as it is difficult to blend any repair areas into the surrounding areas. If some portions of the deck or siding are showing wear, refinishing the entire surface will yield more visually favorable results.

SECTION 5

Warranty Claim Process

1. If a problem with the siding or decking is suspected, immediately email the following specific information to BOTH CustomerService@TerraMai.com AND your TerraMai Account Manager (visit <https://www.terramai.com/team-terramai> to determine your contact).
 - a. A copy of your TerraMai Materials Bid
 - b. Forward the e-mail as per Section 2 regarding the installation, storage, acclimation process, material moisture content, ambient moisture levels, and other relevant information.
 - c. Documentation of how and when the material has been maintained and cared for since installation.
 - d. Clearly explain how the material is non-conforming and what amount of the material is nonconforming (e.g. "100 square feet", "all of it", etc.)
 - e. Provide pictures clearly documenting the non-conformance
 - f. Provide your contact information including email and phone number
2. We are only able to consider your Warranty Claim in the event you provide ALL the above stated documentation

SECTION 6

Remedy

1. If TerraMai finds that the material you purchased does not conform to the guidelines described in this Warranty, we will provide replacement material (due to product changes over time, this material may or may not exactly match the original material) at a price discounted by the life remaining in the warranty period (for example, if the failure occurs and is reported in writing to TerraMai in the third year after purchase, a 40% discount – two years remaining of the five-year warranty - will be extended for replacement material).

2. This warranty covers the TerraMai product only and not any additional costs you may incur for such things as removal of defective material, installation of the replacement material, etc.

TerraMai will not be liable for or pay under this Warranty, any incidental, consequential, punitive or special damages.

This Limited Warranty constitutes the only express or implied warranties.

WARRANTY DISCLAIMER

It is the responsibility of the installer to inspect the siding/decking for proper color, manufacturing defects and/or visible damage prior to installation. TerraMai accepts no responsibility for liabilities, claims, or expenses, including labor costs, where siding/decking with visible defects has been installed. TerraMai excludes and will not be liable for or pay incidental, consequential or special damages under any warranties. This means any loss, expense, or damage other than to the siding/decking itself that may result from a defect in the siding/decking. These limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCTS, ALL WARRANTIES OTHER THAN TERRAMAI LIMITED WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply. These warranties give the customer specific legal rights, and the customer may also have other rights that vary from jurisdiction to jurisdiction.