



NatureWood® Preserved Wood Lifetime Limited Residential Warranty

Original consumer purchasers or "first-owners" of specific NatureWood preserved wood products are eligible for a Lifetime Limited Residential Warranty. Subject to all the terms and conditions of this warranty, Timber Specialties Co. (Timber Specialties) will replace any NatureWood preserved wood products produced by a licensed independently owned and operated treating facility used in, or in conjunction with, residential applications that "structurally fail"* in service due to rot, fungal decay or termite attack during the warranty term.

"First-Owner" Coverage

To qualify for the nontransferable NatureWood Lifetime Limited Residential Warranty, you must be the owner-of-record of the property at the time NatureWood preserved wood products are installed; or if the warranted wood was installed by a builder-contractor-owner, "first-owner" means the owner-of-record first acquiring the property from the builder-contractor-owner. The NatureWood Lifetime Limited Residential Warranty is not transferable from the first-owner to subsequent owners of the property.

Proof of Purchase

Make sure you receive and retain the plastic end tags on the NatureWood preserved wood, as well as the original, purchase invoice(s) from your building material supplier or contractor. In the event of a claim, it will be necessary to present this documentation for all materials claimed.

What the Warranty Covers

The NatureWood Lifetime Limited Residential Warranty covers only NatureWood preserved wood products from the date of purchase by the first-owner against structural failure caused by fungal decay or termites. *For purposes of this warranty, structural failure is defined as the inability of a given member to perform its intended function due to rot, fungal decay or termite attack. The terms, "rot" and "fungal decay," as used in this warranty mean attack by wood-destroying fungi that disintegrate the wood cell walls, but exclude surface mold, mildew and/or fungi associated with the "weathering" of wood. "Weathering" of wood is not decay, fungal decay or rot of any type or definition. The obligation of Timber Specialties under the terms of this warranty is limited to replacement or refund up to the original purchase price of structurally failed NatureWood preserved wood products only.

Only NatureWood preserved wood products labelled as Ground Contact may be used in direct contact with soil or fresh water. NatureWood preserved wood products labelled as Above Ground must not be used in direct contact with soil or fresh water.

Warranty Exclusions

Timber Specialties is not responsible for any damage to NatureWood preserved wood products used in commercial or industrial structures, wood foundation systems, wood exposed to salt water, or any cause other than rot, fungal decay or termite attack. This warranty does not cover building poles or building timbers in structural applications, commercial vineyard stakes, lattice, peeler core landscape timbers or any other specialty item. Specialty items include all non-lumber items such as spindles, ball caps, turned products, custom rail parts, etc.

Timber Specialties is not responsible for any application of NatureWood preserved wood products other than that specified under the appropriate usage as noted on the end tag attached to the piece.

Timber Specialties is not responsible for damage to NatureWood preserved wood products caused by the "weathering" of wood, including but not limited to raised grain, splitting, checking, twisting, warping, shrinkage, swelling, or any other physical property of the wood.

Timber Specialties is not responsible for any costs associated with removal of damaged wood product(s) or delivery or installation of the replacement NatureWood preserved wood product(s).

Timber Specialties is not responsible for any incidental or consequential damages claimed to be a result of damaged or undamaged NatureWood preserved wood products.

Timber Specialties is not responsible for corrosion of fasteners, hardware, or any other material(s), or any damage resulting from such an occurrence.

Timber Specialties is not responsible for damage resulting from field cutting or other post treatment machining where the exposed wood is not properly coated with two coats of a Timber Specialties end-cut preservative or equivalent at the time of construction. Proof of the end-cut preservative having been purchased before the completion of the project which utilized the treated wood in question is required.

Timber Specialties is not responsible for delamination of NatureWood preserved plywood or any other laminated product.

Timber Specialties is not responsible for mold growth on NatureWood preserved wood products.

How to Make Claims

To make a claim under the terms of this warranty, send a photograph and description of the damage along with the NatureWood proof-of-purchase certificate and/or the NatureWood end tag plus a copy of your original purchase invoice to:

Timber Specialties Co., Att'n: Consumer Affairs
P.O. Box 520, 35 Crawford Crescent
Campbellville, Ontario L0P 1B0

Timber Specialties will, within sixty (60) days from the date of notice of your claim, and upon receipt of the proper documentation, make arrangements to exchange the damaged wood product(s) for the new NatureWood preserved wood products. Timber Specialties reserves the right to have a representative inspect all wood which is claimed to be damaged prior to its removal from service.

NOTE: The only obligation of Timber Specialties under the terms of this warranty is limited to replacement of damaged lumber or the monetary equivalent of the failed NatureWood preserved wood product up to the original purchase price at the sole discretion of Timber Specialties Co. Timber Specialties makes no other warranties, express or implied, or merchantability, fitness for a particular purpose, or otherwise. In no event shall Timber Specialties be liable for incidental, consequential, special, or indirect damages. Nothing in this warranty shall affect the duration of implied warranties beyond their customary duration, or create additional implied warranties.

This warranty is valid only for product sold in Canada in 2011 and 2012.

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NatureWood Preserved Wood products are produced by independently owned and operated wood preserving facilities.