

TIMBERTECH LIMITED

25-YEAR LIMITED RESIDENTIAL FADE AND STAIN WARRANTY- AUSTRALIA

Earthwood Evolutions

IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits given to you under this 25 year limited residential fade and stain warranty are **additional to**, and do not detract from, other rights and remedies that you may have in relation to TimberTech Earthwood Evolutions decking products under Australian laws, including the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Warranty:

- is not intended to change or exclude any statutory or consumer rights that cannot be lawfully changed or excluded;
- is independent of any warranty that may be provided by the seller, for which he carries sole responsibility; and
- does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under local consumer laws.

Statement of Warranty: This warranty is provided by TimberTech Limited of 894 Prairie Avenue, Wilmington, Ohio 45177, USA, telephone 1-800-307-7780 ("TimberTech").

This warranty is given to the original residential purchaser ("Purchaser"), of TimberTech Earthwood Evolutions decking (the "Product"). For purposes of this warranty, a residential Purchaser shall refer to a single-family residential homeowner.

TimberTech warrants to Purchaser that, for a period of twenty-five (25) years from the date of the original consumer purchase (the "Term"), under normal use and service conditions:

- (1) The Product's colour will not fade from light and weathering exposure, as measured by a colour change of more than 5 Delta E (CIE) units. While the Product is designed to resist fading, no material is fade proof when subjected to years of exposure to ultraviolet (UV) rays and the elements.
- (2) The Product will resist permanent staining from food and beverage items that may be spilled onto the surface of the Product, including items such as condiments (barbecue sauce, ketchup, mustard, mayonnaise), salad dressing and salad oils, grease, tea, wine, coffee, fruit punch, sodas and other food and beverage related items that would typically be present on a residential deck, provided that such substances are removed from the Product with soap and water or mild household cleaners after no more than one (1) week of exposure of the substances to the surface of the Product.

Notwithstanding the foregoing, TimberTech does not warrant that the Product is stain-proof, and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, this warranty does not cover any staining or damage to the Product resulting from abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal residential deck use items, and non-food and non-beverage substances, including, but not limited to, biocides, fungicides, plant foods or other bactericides.

All warranties are subject to the exclusions, limitations and restrictions set forth in the foregoing paragraph and below.

Standard TimberTech 25 Year Limited Residential Warranty: This warranty is in addition to the standard TimberTech Limited 25 Year Limited Residential Warranty that applies to TimberTech alternative decking materials.

Obtaining Warranty Performance: Purchaser must do as follows in order to make a claim under this warranty:

Claims Regarding Stain-Resistance: If the Purchaser is making a claim relating to the warranty on stain resistance, Purchaser must do all of the following (in addition to the procedures set forth below for All Claims):

1. Attempt to clean the affected area of the Product by using the cleaning procedures described above within one (1) week of exposure of the food or beverage to the surface of the Product.
2. If, after completing step 1 above, the affected area remains reasonably unsatisfactory, then Purchaser must have the affected area of the Product cleaned by a professional deck cleaner at Purchaser's expense.
3. If, after completing steps 1 and 2 above, the affected area still remains reasonably unsatisfactory, Purchaser may make a claim under this warranty as provided herein, provided that such claim is made within thirty (30) days after the professional cleaning is completed.

All Claims: Purchaser, must no later than the end of the Term, send to TimberTech proof of purchase, a description and photographs of the affected area of the Product, and, if the claim relates to the warranty on stain resistance, reasonable proof of compliance with the requirements set forth above under "Claims Regarding Stain-Resistance," to the following address:

TimberTech Limited
 c/o ITI Australia
 P.O. Box 278
 St. Marys
 NSW 1790
 02 8805 5000
 Attn: Claims Department

TimberTech reserves the right to request additional information in connection with the warranty claim.

After reviewing all information, TimberTech will make a determination regarding the validity of the claim submitted. If TimberTech determines that the Purchaser's claim is valid, TimberTech will, at its sole option, either replace the affected item or refund the portion of the purchase price paid by the Purchaser for such affected item (not including the cost of its initial installation). Replacement material will be provided that is as close as possible in colour, design and quality as the replaced material, but TimberTech does not guarantee an exact match as colours and design may change.

If Purchaser makes a valid warranty claim during years eleven (11) through twenty-five (25) after the original date of purchase, then Purchaser's recovery will be prorated as indicated below. If TimberTech is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim; if TimberTech is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of boards otherwise meeting the requirements for a claim.

<u>Year of Claim</u>	<u>Recovery</u>
11	80%
12	80%
13	80%
14	60%
15	60%
16	60%
17	40%
18	40%
19	40%
20	20%
21	20%
22	20%
23	10%
24	10%
25	10%

This warranty shall not cover, and TimberTech shall not be responsible for, costs and expenses incurred with respect to the removal of affected Product or the installation of replacement materials, including but not limited to, labour and freight. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY.**

Note: Even though this warranty does not apply in the circumstances set out above, Purchaser may still have rights under Australian laws, including the Australian Consumer Law, in such circumstances.

Transfer of Warranty: This warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by Purchaser, to a subsequent buyer of the property upon which the Product was originally installed. Transfer of this warranty does not affect the Term of the warranty.

Exclusions from Warranty Coverage: This warranty does not cover any product failure, product malfunction, condition or damages attributable to the following: (1) improper installation of the Product and/or failure to abide by TimberTech's installation guidelines, including but not limited to improper gapping; (2) use of the Product beyond normal residential use, or in an application not recommended by the TimberTech installation guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) exposure to, or direct or indirect contact with extreme heat sources (over 250 degrees), which may damage the surface of the product and cause the Product to fade; (5) any act of God (such as flooding, hurricane, earthquake, lightning, etc.) or environmental condition (such as air pollution, mold, mildew, etc.), (6) improper handling, storage, abuse or neglect of the Product by Purchaser, the transferee or third parties; (7) any fading or staining not on the surface of the Product (i.e., the underside or the ends of the Product); or (8) ordinary wear and tear.

In addition, this warranty will be voided if (1) paint, stain or other coating materials are applied to the Product, or (2) the surface of the Product has been damaged or punctured, including as a result of contact with shovels or similar sharp-edged tools. Such tools should not be used under any circumstance to remove snow, ice, or other debris from the surface of the product.

Note: Even though this warranty does not apply in the circumstances set out above, Purchaser may still have rights under Australian laws, including the Australian Consumer Law, in such circumstances.

Purchaser is solely responsible for determining the effectiveness, fitness, suitability and safety of the Product in connection with its use in any particular application.

Other Limitations: TimberTech provides no warranty against defects beyond the rights and remedies given under this warranty and which are available under the Australian Consumer Law.

TimberTech will not be liable under this warranty for any incidental, consequential or indirect damages, including but not limited to lost profits, lost sales, loss of goodwill, use of money, use of goods, stoppage of work or impairment of assets. TimberTech's liability under this warranty will in no event exceed the replacement of defective products, as described above. Even though this warranty does not apply in the circumstances set out above, Purchaser may still have rights under Australian laws, including the Australian Consumer Law, in such circumstances.

Miscellaneous: This document is the complete and exclusive statement of the terms and conditions of the warranty applying to Earthwood Evolutions decking products and supersedes all prior agreements or representations, oral or written, and all other communications between the parties relating to that warranty. This warranty may not be altered or amended except by a written document signed by TimberTech and Purchaser or a permitted transferee. No agent or employee of TimberTech or any other party is authorized to make any modification, extension or addition to this warranty and TimberTech shall not be bound by any statements other than those contained in this warranty.

This warranty is effective for purchases made on or after January 1, 2012.

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