

KERAMA

DECKING LIMITED WARRANTIES

INFINITY, HOLLYWOOD AND DURA
COLLECTIONS



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KERAMA DECKING GENERAL LIMITED WARRANTY

INFINITY, HOLLYWOOD AND DURA COLLECTIONS

Statement of warranty

This warranty is given to either (1) the original residential the Purchaser or (2) the owner(s) of the property at the time of installation, if different from the original the Purchaser (collectively hereinafter "the Purchaser"), of Kerama Decking "Product"). For purposes of this warranty, a residential the Purchaser shall refer to a single-family residential homeowner.

Except as set forth in the exclusions, limitations, and restrictions set forth below, the Manufacturer warrants that for the warranty periods outlined below, the Products will, from the date of the original purchase, be free from material defects in workmanship and materials that (1) occur as a direct result of the manufacturing process; (2) occur under normal use and service; (3) occur during the warranty period; and (4) result in splitting, splintering, rotting, or structural damage from termites or fungal decay.

Warranty Periods:

Infinity: 30 Years from the date of the original consumer purchase. **Hollywood**: 30 years from the date of the original consumer purchase. **DURA**: 50 years from the date of the original consumer purchase.

Exclusions from the Warranty Coverage:

The Manufacturer does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to:

(1) improper installation of the Products and/or failure to abide by the Manufacturer's installation guidelines, including but not limited to improper gapping;
(2) use of the Products beyond normal use, or in an application not recommended by the Manufacturer's installation guidelines and/or local building codes;
(3) movement, distortion, collapse, or settling of the ground or the supporting structure on which the Products are installed;
(4) any act of God (such as flooding, hurricane, eartquake, lightning etc.) or environmental
conditions (such as air pollution, mold, mildew, etc.), or staining from foreign substances (such as dirt, oil, etc.);
(5) variations or changes in color of Products;
(6) normal weathering of surfaces;
(7) improper handling, storage, abuse, or neglect of the Products by the Purchaser, the transferee, or third parties;
(8) exposure to, or direct or indirect contact with extreme heat sources, including reflected sunlight from low-emissivity (Low-E) glass, which may damage the surface of the Product and/or cause the Product to fade;
(9) fabrication or remanufacturing by third parties;
(10) minor dripping from DrySpace;
(11) any fasteners not supplied by the Manufacturer; or
(12)improper application of paint or other surface chemicals not recommended by the Manufacturer in writing. This warranty is limited to the product material only and excludes all costs for labor, shipping, and accessories (e.g., clips, fasteners).

The warranty is limited to the product material only and exludes all costs for labour, shipping and accessories (e.g clips, fasteners).

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

Obtaining warranty performance

If the Purchaser discovers a defect in any of the Products covered under this Limited Warranty during the applicable warranty period, the Purchaser must, within thirty (30) days from the discovery of the alleged defect, but no later than the end including the Infinity, Hollywood & DURA Collections (the of the applicable warranty period) notify the Manufacturer.

The Purchaser may notify the Manufacturer of a warranty claim using Kerama's online warranty claim form process available at **www.keramagroup.com**

The Purchaser may submit a warranty claim by contacting the Manufacturer in writing at the following address:

Kerama Group B.V.
Braillestraat 10
2652 XV Berkel en Rodenrijs
Attn: Claims Department

The Purchaser must include in this notification proof of purchase and a statement explaining the defect. The Manufacturer may request additional information. After reviewing all the information, the Manufacturer will make a determination regarding the validity of such claim. If the Manufacturer determines the Purchaser's claim is valid, the Manufacturer will, at its option, either replace the defective Products or refund the portion of the purchase price paid by the Purchaser for such defective Products (not including the cost of its initial installation). Replacement material will be provided that is as close as possible in color, design, and quality as the replaced material, but the Manufacturer does not guarantee an exact match as colors and designs may change. In the event of repair or replacement, the original warranty shall apply to the repaired or replaced portion of the Products and will extend for the balance of the warranty period in effect at the time the material proved defective.

If a Residential Purchaser makes a valid warranty claim during years eleven (11) through twenty-five (25) or thirty (30)(as applicable) after the original purchase date, then the Residential Purchaser's recovery will be prorated as indicated below. If the Manufacturer is providing replacement materials, it may elect to replace the percentage listed below of Products; if the Manufacturer is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of the Products.

YEAR OF CLAIM	RECOVERY
11 - 13	80%
14 - 16	60%
17 - 19	40%
20 - 22	20%
23 - 50	10%

General Limited Warranty Infinity, Hollywood & Dura Collection

This warranty shall not cover, and the Manufacturer 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 labor and freight. The foregoing remedies are the sole and exclusive remedy for breach of any warranty.

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 the Purchaser, to a subsequent buyer of the property upon which the Products were originally installed.

Limitations disclaimer of warranties

Except for (1) the express written warranty contained herein, the Manufacturer makes no other warranties, guarantees, or indemnities, whether express or implied, arising by law, course of dealing, usage of trade, custom or otherwise, including but not limited to the implied warranty of merchantability and implied warranty of fitness for a particular purpose, and all such other warranties, guarantees, and indemnities are hereby disclaimed, overridden, and excluded from this transaction for the warranty term and beyond the warranty term.

Limitation of remedies and exclusion of consequential and incidental damages: the Manufacturer's liabilities are limited solely and exclusively to the obligations specifically undertaken herein, and under no circumstances will the Manufacturer be liable or obligated for any incidental, consequential, indirect, special, punitive, or any other damages of any kind whatsoever (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), whether foreseeable or unforeseeable, arising out of breach or failure of express or implied warranty, breach of contract, fraud, misrepresentation, negligence, strict liability in tort, or otherwise, except and only to the extent this limitation is specifically precluded by applicable law of mandatory application.

The Manufacturer's liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages and/or limitations on how long an implied warranty lasts, so the above exclusions and/or limitations may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

Miscellaneous

This writing is understood and intended to be the final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreements or representations, oral or written, and all other communication between the parties relating to the subject matter of this warranty.

This warranty may not be altered or amended except in a written instrument signed by the Manufacturer and the Purchaser or permitted transferee. No agent, employee, or any other party is authorized to make any warranty in addition to that made herein and the Manufacturer shall not be bound by any such statements other than those contained in this warranty.

The Manufacturer reserves the right to discontinue or modify the Products covered under this warranty at any time without notice. In the event that repair or replacement of the Products pursuant to this warranty is not possible, the Manufacturer may fulfill any repair or replacement obligation under this warranty with a product of equal value.

This warranty is effective for purchases of Products on or after January 12, 2023.

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KERAMA DECKING
FADE & STAIN LIMITED WARRANTY

INFINITY, HOLLYWOOD AND DURA COLLECTION

Statement of warranty

This warranty is given to either (1) the original residential the Purchaser or (2) the owner(s) of the property at the time of installation, if different from the original the Purchaser (collectively hereinafter "the Purchaser"), of Kerama Decking including the Infinity, Hollywood & DURA Collections (the "Product"). For purposes of this warranty, a residential the Purchaser shall refer to a single-family residential homeowner.

Kerama Group B.V. (hereinafter "the Manufacturer"), warrants to the Purchaser that, for a period Infinity: 30 Years, Hollywood: 30 years, DURA: 50 years from the date of the original consumer purchase (the "Term"), undernormal use and service conditions:

1. The Product's color will not fade from light and weathering exposure, as measured by a color 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.

Not withstanding the foregoing, the Manufacturer 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 nonfood 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 paragraphs.

Standard Supdradeck Limited Warranty

This warranty is in addition to the standard Limited Warranty that applies to Kerama Decking.

Obtaining warranty performance

The 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, the 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 the Purchaser must have the affected area of the Product cleaned by a professional deck cleaner at the Purchaser's expense.

3.If, after completing steps 1 and 2 above, the affected area still remains reasonably unsatisfactory, the 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

The Purchaser must no later than the end of the Term notify the Manufacturer of a warranty claim using Kerama's online warranty claim form process available at **www.keramagroup.com**

The Purchaser must provide 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." Alternatively, the Purchaser may send this information to the Manufacturer at the following address:

Kerama Group B.V.
Braillestraat 10
2652 XV Berkel en Rodenrijs
Attn: Claims Department

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

After reviewing all information, the Manufacturer will make a determination regarding the validity of the claim submitted. If the Manufacturer determines that the Purchaser's claim is valid, the Manufacturer 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 color, design, and quality as the replaced material, but the Manufacturer does not guarantee an exact match as colors and design may change.

In the event of repair or replacement, the original warranty shall apply to the repaired or replaced portion of the Products and will extend for the balance of the warranty period in effect at the time the material proved defective.

If the Purchaser makes a valid warranty claim hereunder during years eleven (11) through fifty (50) after the original purchase, then the Purchaser's recovery will be prorated as indicated below. If the Manufacturer is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim; if the Manufacturer 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.

YEAR OF CLAIM	RECOVERY
11 - 14	90%
15 - 18	80%
19 - 22	70%
23 - 26	60%
27 - 30	50%
31 - 34	40%
35 - 38	30%

This warranty shall not cover, and the Manufacturer 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 labor and freight. The foregoing remedies are the sole and exclusive remedy for breach of any warranty.

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 the Purchaser, to a subsequent buyer of the property upon which the Product was originally installed.

Exclusions from warranty coverage

The Manufacturer does not warrant against and is not responsible for, and no implied warranty shall be deemed to 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 Kerama'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 Kerama 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, including reflected sunlight from low-emissivity (Low-E) glass, which may damage the surface of the Product and/or 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 the 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.

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

Limitations disclaimer of warranties

Except for the express written warranty contained herein and in the Manufacturer's Advanced Decking Limited Warranty, the Manufacturer makes no other warranties, guarantees, or indemnities, whether express or implied, arising by law, course of dealing, usage of trade, custom, or otherwise, including but not limited to the implied warranty of merchantability and implied warranty of fitness for a particular purpose.

All such other warranties, guarantees, and indemnities are hereby disclaimed, overridden, and excluded from this transaction.

Limitation of remedies and exclusion of consequential and incidental damages: the Manufacturer's liabilities are limited solely and exclusively to the obligations specifically undertaken herein, and under no circumstances will the Manufacturer be liable or obligated for any incidental, consequential, indirect, special, punitive, or any other damages of any kind whatsoever (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), whether foreseeable or unforeseeable, arising out of breach or failure of express or implied warranty, breach of contract, fraud, misrepresentation, negligence, strict liability in tort, or otherwise, except and only to the extent this limitation is specifically precluded by applicable law of mandatory application.

The Manufacturer's liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.

Miscellaneous

This writing is understood and intended to be the final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreements or representations, oral or written, and all other communication between the parties relating to the subject matter of this agreement.

This warranty may not be altered or amended except in a written instrument signed by the Manufacturer and the Purchaser or permitted transferee. No agent, employee, or any other party is authorised to make any warranty in addition to that made in this agreement and the Manufacturer shall not be bound by any such statements other than those contained in this warranty.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages and/or limitations on how long an implied warranty lasts, so the above exclusions and/or limitations may not apply to you.

This warranty is effective for purchases by residential the Purchasers made on or after January 12, 2023.

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KERAMA

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