



Veranda® Consumer Pledge of Satisfaction

Veranda® Decking, Hidden Fasteners, Railing and Fencing 15-Year No Worry Limited Warranty

This warranty covers the following Veranda decking, railing and fencing products made by Fiberon® for a period of twenty (15) years from date of the original consumer purchase from an authorized Veranda product distributor.

Fiberon , LLC (“Warrantor”) warrants the following **Decking, Fastener and Railing named below will not check, splinter, delaminate, rot, or suffer structural damage from fungal decay** when used in conjunction with an above ground application in a residential structure, under normal residential use and is installed and maintained according to manufacturer’s guidelines. Use of hidden fasteners, other than those branded or approved by Fiberon® pose a cracking risk which is not covered by the Veranda warranty. For best results and full warranty coverage, use only Fiberon® branded or those approved hidden fasteners listed on our website, www.goveranda.com.

- Decking: **Veranda® Sanctuary™ Decking, Veranda® Tropics® Decking, Veranda® Composite Decking**
- Fasteners: **Fiberon® Phantom Fastener, Phantom II Fastener and Hidden Fastener**
- Railing: **Veranda® Composite Railing**

Fiberon® , LLC (“Warrantor”) warrants that **Veranda Fencing**, a system of pickets, rails and posts, **will not check, splinter, delaminate, rot, or suffer structural damage from fungal decay** when used in normal residential applications and installed and maintained according to the manufacturer’s instructions. Substitution of wood or other materials for any portion of the system will void this warranty. This warranty is only valid if the entire Veranda system is used; posts, backer rails, and pickets.

Purchaser’s sole remedy for any claim whatsoever arising out of the purchase, use, storage or possession of Veranda products (whether such claim arises is contract, warranty, tort, strict liability or otherwise), including without limitation any claim that Veranda products failed to perform as warranted above, shall be replaced with new Veranda product in an amount equal to the volume of defective material as listed on the prorated warranty schedule. Replacement material will be provided that is as close as possible in color, design and quality to the original installation, but we do not guarantee an exact match as colors and designs will change. Warrantor may elect to refund the percentage of the original purchase price listed on the Prorated Warranty Schedule in lieu of replacing the product.

To obtain replacement, the original owner must send this warranty certificate, copy of original invoice and photos of the issue to the address at the bottom of this document. Such invoice must be from an authorized Veranda **product** dealer or professional installer, and must show (1) the date of the purchase, and (2) that sufficient Veranda **product** has been purchased to cover the number of lineal feet claimed to be damaged.

Warrantor shall not be liable for installation, removal or reinstallation costs or for any indirect, punitive, exemplary or consequential damages of any kind. Veranda does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of Veranda products and/or failure to abide by Veranda’s installation guidelines, including but not limited to improper gapping; (2) use of Veranda products beyond normal residential use, or in an application not recommended by Veranda’s guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Veranda products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.); (5) environmental condition such as air pollution, mold, mildew, etc.; (6) staining from foreign substances such as dirt, grease, oil, harsh chemicals found in cleaners or normal weathering (defined as natural efflorescence, exposure to sunlight, weather and atmospheric conditions which will cause any colored surface to gradually fade, flake, chalk, or accumulate dirt or stains); (7) variations or changes in color of Veranda products; (8) improper handling, storage, abuse or neglect of Veranda products by Purchaser or third parties; (9) ordinary wear and tear; or (10) any fasteners not supplied or approved by Veranda .

The purchaser is solely responsible for determining whether Veranda product meets the requirements of any applicable safety code or similar regulation. No person or entity is authorized by Warrantor to make any statement or representation, as to the quality or performance of Veranda product, other than as contained in this Limited Warranty and it may not be altered except in a written instrument signed by Warrantor and buyer. Some states do not allow limitation on how long any implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

For further information, contact: Warranty Department, Fiberon® , 198 Random Dr., New London, NC 28127

Phone 800-573-8841 | fax 704-463-0405 | GoVeranda.com

Prorated Warranty Schedule

Years Since Purchase	Percentage Defective Material Covered
<= 10 years	100%
<= 12 years	80%
<= 14 years	60%
<= 16 years	40%
<= 18 years	20%
<= 20 years	10%
> 20 years	0%