



WARRANTY

Wood Fence & Gates

This warranty is valid between (I) the original purchasing “Customer,” and “Jackson Fence Company,” LLC.

Limited Lifetime Workmanship Warranty:

This warranty covers defects in workmanship for the lifetime of the fence. This includes proper post footers, proper fasteners, and proper installation methods as directed by ASTM standards (www.astm.org). Any failures as a result of improper installation will be covered by this warranty. **Jackson Fence Company offers no warranty on materials used including wood or gate hardware.**

What to Expect of Wood Fences:

Wood fences undergo a natural drying process. This causes the exterior surface to shrink faster than the inner surface (commonly referred to as “checking”). A check is an opening in the surface of the wood that runs parallel with the direction of the grain. This does not affect the structural integrity of Customer’s fence or shorten its lifespan. **All wood is guaranteed to warp, crack, split, shrink, fade, bow, twist, and check. This happens regardless of wood species and can start immediately after installation.**

Staining and Sealing:

Staining and sealing wood fences prevent water from absorbing into wood, reflecting harmful UV rays, and **SLOWS** the amount of warping, splitting, cracking and deterioration. Should you choose to have this service completed, ALL of the following conditions must be met:

- 1) At least 12 weeks have passed since fence installation
- 2) Moisture content of wood is 13% or less
- 3) Only oil-based stain will be applied (water-based stains promote warping)
- 4) Stain will be applied to both sides of the fence on the same day (staining only one side promotes warping)

If any of the above conditions are not met before staining and sealing, any guarantees and warranties provided by Jackson Fence Company will be null and void.

Not Covered Under This Warranty:

Jackson Fence Company will not repair or replace any gate(s) or fence parts constructed of wood material that have warped, cracked, split, rotted, or chipped without invoicing accordingly (these instances are not workmanship related and Jackson Fence Company will not be responsible for expenses related to repairs due to the natural aging process of wood). This warranty does not cover damages caused by any and all kinds of aftermarket modifications, accidental or intentional negligence, improper maintenance, animals, or acts of God.

Notification of Defects:

Within 10 days of Customer's knowledge of defect, Jackson Fence Company is to be notified in writing by original owner. Jackson Fence Company shall be given first opportunity to repair, replace, and/or correct item(s) found to be defective, or that fails to function properly, at no cost to the owner, within a reasonable period of time. Jackson Fence Company shall not be liable of costs of repairs, replacement or correction for any defects or alleged defects should the Customer undertake the corrective action himself or herself, or solicit the assistance of repairs from any other person or company outside of Jackson Fence Company.

Pressure treated pine and cedar boards qualify for exchange within one (1) year of installation date. Jackson Fence Company will exchange up to 15% of all pickets which were installed by Jackson Fence Company at no charge. In order to complete the exchange, Customer must make an appointment for exchange AND deliver the damaged boards to Jackson Fence Company's facility. Jackson Fence Company will provide appropriate substitutions should the wood species become unavailable. This exchange does not include labor costs associated and will be billed accordingly.

Because wood naturally expands and contracts, gate latches require regular adjustments to remain functional. Jackson Fence Company will adjust gate latches at no charge for up to one (1) year from the date of installation, providing there is no evidence of abuse.

Voiding of Warranty:

This warranty becomes void if 1) anyone removes Jackson Fence Company's sign from Customer's fence, 2) if Customer's account balance is past due, and/or 3) Customer sells property in which the fence is installed.

By signing below

I (Customer) certify that I have read the above warranty coverages and understand the limitations of this warranty. I understand the natural drying and checking process happens to all wood species and I understand that there is no warranty written or implied that covers warping, cracking, splitting, and checking.

Signature of Agreement

Date

