

Siteline Deck and Rail – Custom Railing Warranty

COVERAGE (5-YEAR)

Siteline Deck and Rail provides this warranty to the original purchaser only.

This warranty applies solely to Siteline Deck and Rail railing products installed in normal residential settings. It is non-transferable and may not be assigned.

Within five years from the date of installation, and at the Warrantor's sole discretion, Siteline Deck and Rail will either replace the affected product or refund a prorated portion of the original purchase price for any railing components whose coated finish shows premature deterioration or failure under normal residential conditions.

Likewise, the Warrantor may, at its sole option, replace or refund a prorated portion of the purchase price for any manufacturing defects found in tempered glass, stainless steel, or aluminum materials used in Siteline Deck and Rail railing systems.

Beyond the remedies described above, the Warrantor shall bear no additional liability or responsibility of any kind. In the event a warranty claim involves a product that has been discontinued, the Warrantor reserves the right to substitute a comparable product of equal quality and value.

If a Railing Product is proven to be defective and eligible for replacement or refund under the terms of this Warranty, Warrantor will provide replacement product or a 100% refund of the purchase price ("Replacement Costs").

WARRANTY CONDITIONS & EXCLUSIONS

The scope of this Warranty does not extend to any product that:

- (a) Has been damaged or degraded due to improper use, handling, or exposure to environmental, chemical, or atmospheric conditions not intended for standard residential applications.
- (b) Has not been installed, maintained, or used in accordance with the Warrantor's written instructions, or has been modified, fabricated, or altered in any way not specified by the Warrantor (including but not limited to, cutting, welding, drilling, or bending).
- (c) Has been installed in abnormal residential conditions or in corrosive or saltwater environments, including locations within one kilometer of coastal saltwater.
- (d) Has interacted with external substances or conditions that adversely affect the integrity or appearance of the coated surface.

All installation and use must comply with applicable local building codes and zoning regulations. The Consumer assumes full responsibility for any risks or liabilities associated with installation or use of the product.

Failure to follow any product warnings, restrictions, or care requirements provided by the Warrantor shall render this Warranty null and void. The Warrantor reserves the right to inspect any product subject to a claim before approving replacement or refund.

LIMITATION OF LIABILITY

The Warrantor shall not be liable for any incidental, indirect, or consequential damages resulting from the ownership, installation, or use of this product.

The limited warranties stated herein represent the exclusive warranties offered by Siteline Deck and Rail. All other warranties, whether express or implied—including those of merchantability or fitness for a particular purpose—are expressly disclaimed.

HOW TO MAKE A CLAIM:

To request replacement under this Warranty, the **original owner** must—within **90 days of actual or constructive notice** of covered damage—do the following:

1. **Send a written claim** that includes:
 - The **quantity** and **size** of all material being claimed.
 - **Proof of purchase** (original invoice).
 - **Proof of warranty** (original product label or a copy of the product mark).

2. **Mail** the above to:

Siteline Deck and Rail

459 Silver Mountain Dr, Nanaimo, BC V9R 0J5

Siteline Deck and Rail • 459 Silver Mountain Dr, Nanaimo, BC V9R 0J5
Info@sitelinedeckandrail.ca
+1 (778) 401-8333