

Effective Date: December 24, 2026

Crafted for Confidence, Built to Last

At Upgryd, we take pride in the quality and craftsmanship of our products and services. To provide you with peace of mind, we offer comprehensive warranties that reflect our commitment to excellence and long-term customer satisfaction.

Our Warranty Promise

We stand behind every deck, railing, and accessory we install. Our warranty ensures that your investment is protected against material defects and workmanship issues, so you can enjoy your outdoor space without worry.

What Our Warranty Covers

1. Material Defects

All materials used in our projects are backed by their manufacturer warranties. These warranties typically cover:

- Composite and PVC decking materials.
- Railings and lighting systems.
- Aluminum and vinyl pergolas.
- Skirting and under-deck systems.

2. Workmanship Guarantee

Our installation services include a 5-year workmanship warranty. This covers:

- Proper installation of all components.
- Structural integrity of the deck and railing systems.
- Alignment and functionality of accessories, such as lighting and skirting.

3. Manufacturer Warranties

- We work with top-tier brands like Deckorators, Trex, Fiberon, TimberTech, and Wolf, whose products include warranties ranging from 10 to 50 years. Refer to individual brand documentation for specific terms.

Exclusions and Limitations

While our warranty is comprehensive, it does not cover:

- Normal wear and tear, including fading and minor surface scratches.
- Damage caused by improper maintenance, misuse, or external factors such as extreme weather, natural disasters, or acts of vandalism.
- Modifications or repairs performed by unauthorized parties.

How to Make a Warranty Claim

1. Contact Us • Reach out to us via our online form with details about your concern, including photos and a description of the issue.
2. Inspection • Our team will assess the issue to determine whether it qualifies under our workmanship warranty or the manufacturer warranty.
3. Resolution • We'll work with you to address the issue promptly, either by repairing or replacing defective components.

Warranty Transferability

- Workmanship warranties are non-transferable and apply only to the original purchaser of the project.
- Manufacturer warranties may be transferable depending on the brand. Check specific terms for transfer eligibility.

Your Peace of Mind, Guaranteed

At Upgryd, our warranty is more than a promise – it's our assurance that you'll love your upgraded outdoor space for years to come. We're here to support you every step of the way, even after your project is complete.

Contact Us

If you have questions or concerns about this warranty, please contact us at:

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