



What This Limited Warranty Covers

(Premium & Variegated Capped Colours Only)

Vision Ecoproducts Limited warrants its products (the “TRUNORTHDECK”) to be free from manufacturing defects and to provide structural performance in accordance with our engineering evaluation report. Technical information is available on our website www.trunorthdeck.com or you can contact us directly.

Subject to the limitations and exclusions outlined herein, any TRUNORTHDECK that are determined to be defective by reason of a defect in manufacturing will be replaced without charge to the original purchaser (or, in the case of use in new construction, the first owner of the property on which the TRUNORTHDECK are installed) upon presentation of proof of purchase and physical return of the defective products to the point of purchase in accordance with the warranty claims procedure.

This warranty is subject to the following conditions:

1. This limited warranty applies only to TRUNORTHDECK that are both purchased and installed in Canada, United States.
2. TRUNORTHDECK must be installed in accordance with the Product Installation Guide applicable to the date and type of products purchased and must be used and installed in compliance with local building code requirements.
3. This limited warranty applies only to the original purchaser or, in the case of new construction, the first owner of the property on which the TRUNORTHDECK are installed. This limited warranty may not be transferred or assigned.
4. Purchasers must register their warranty within 30 days of purchase with Vision Ecoproducts Limited online via our website www.trunorthdeck.com

The remedy under this limited warranty shall be restricted to the replacement of any defective products. Vision Ecoproducts Limited shall not be liable or responsible for damages in excess of the purchase price of the products. Vision Ecoproducts Limited reserves the right to discontinue or make changes in any of its products. If the products covered by this warranty are not available, Vision Ecoproducts Limited shall have the right to substitute a product that in its sole discretion is of equal value.

This limited lifetime warranty covers product replacement during the original ownership.

THIS WARRANTY REPLACES ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS OF VISION ECOPRODUCTS LIMITED.

This Limited Warranty Does Not Cover

This limited warranty covers only manufacturing defects and excludes all other causes of material failure including, but not limited to:

1. Improper product installation, non-conformance to local building code requirements, mechanical abuse, overloading, accidental and intentional damage, fire, hurricanes, lightning, hail, floods, earthquakes, tornados, windstorms and other causalities or acts of God;
2. Damage resulting from movement and/or collapse of the ground or substructure on which the products are installed; and
3. Any other cause beyond the control of the manufacturer.



This warranty excludes commercial, industrial, or non-residential use.

If the TRUNORTHDECK has been painted, stained, resurfaced or changed in any manner this warranty shall not apply. This limited warranty excludes changes in the appearance of TRUNORTHDECK resulting from mould, mildew, stains of any kind, chemicals, fertilizers, physical or mechanical abuse, variant levels of UV radiation, moisture or other environmental factors unique to the products use or geographical location, including gradual fading of original colour and differences between the shades of individual boards.

This limited warranty excludes consequential and incidental damages, and any costs (including labour) related to the installation, re-installation, removal, disposal or transportation of TRUNORTHDECK or any other materials.

How Long the Warranty Lasts

This limited lifetime warranty lasts for the lifetime of the original purchaser of the TRUNORTHDECK.

The original warranty shall apply to any replacement product; the warranty shall not be extended by any such replacement.

How to Make a Claim

To make a warranty claim, please contact Vision Ecoproducts Limited directly in writing or via our website.

Vision Ecoproducts Limited
Warranty Technical Manager
600 Zenway Boulevard, Vaughan, Ontario
Canada, L4H 3M9
www.trunorthdeck.com

To make a warranty claim you must have registered your warranty with Vision Ecoproducts Limited within 30 days of original purchase online. Proof of your original purchase is required (to be mailed), i.e., an original receipt or invoice showing the date, place of purchase, price, quantity and type of product as well as a dated proof of payment (credit card receipt, cash receipt, or cancelled cheque). Your claim must be submitted within 30 days of discovery and include a photographic image of the suspect product and a written warranty claim return authorization. Vision Ecoproducts Limited shall be allowed a reasonable opportunity and time to investigate the claim and to inspect the product. Vision Ecoproducts Limited, in consultation with customer, will determine disposition of product.

How State or Provincial Law Applies

This limited warranty gives you specific legal rights and you may also have other rights which vary from state to state, province or territory. Some states, provinces and territories also do not allow the exclusion or limitation of incidental or consequential damages, or do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.