



Wood Composite Decking – EcoMost and LifeMax Collection Warranty Terms and Condition

Eligibility

This warranty terms and conditions applicable to all DexEra products.

Coverage

From the date of original purchase, Voyage Building Products Inc. warrants its products to be free from splitting, rotting and termite damage for a period of 25 years (EcoMost Collection) and 30 years (LifeMax Collection) from the first day that consumer purchase from Voyage Building Products Inc. dealers. If the product suffers from termite damage or rotting or splitting during this period, Voyage Building Products Inc. agrees to replace any defective boards. The costs of labor to install shall be at the expense of the consumer.

Warranty Period

Products Years	EcoMost Collection	LifeMax Collection
01-03 years	100%	100%
04-05 years	90%	90%
06-08 years	80%	80%
09-10 years	60%	60%
09-12 years	50%	50%
13-15 years	30%	40%
16-18 years	20%	30%
18-20 years	10%	20%
20-25 years	5%	10%
25-30 years		5%

Limitations On Warranty

1. Damage, deterioration or malfunction resulting from:
 - Accident, misuse, negligence, fire, flood, lightning or other acts of nature
 - Any damage to the product due to shipment and offload the goods from container or truck
 - Use of other suppliers' parts which do not meet DexEra specifications
 - Normal wear and tear
 - Slight color fading
 - Any other cause not related to a product defect
2. Damage caused to the product because of use of other manufacturer's product used in conjunction with the product.

Claim Procedure

Warranty requests are to be managed by dealer location where products were purchased according to the warranty period.

The customer must provide the following documents for the claim:

- Sales order
- Invoice
- Packing Slip
- Relevant evidence e.g. photos

Important Notice

These products are to be delivered, stored, installed and used in accordance with all safety and operating instructions. Voyage Building Products Inc. will refuse any malicious fraud and keep the right to ask for counter-claim.