

# FACTORY-APPLIED FINISH WARRANTY

## TWO-TONE AND SOLID COLOUR FINISH PROGRAMS

15 Year Limited Warranty

## SOLID COLOUR | 2 OR 3-COATS TWO-TONE | 2 OR 3-COATS

Warranty applicable in Canada to eligible products sold through The WoodSource.

This warranty is eligible for any applicable product registered on The WoodSource warranty portal within 60 days of the sale of said product.

This Limited Warranty (the “**Limited Warranty**”) is applicable in Canada only and to Eligible Products (as defined below) sold directly through The WoodSource Inc. (“**The Woodsource**”, “**we**” or “**us**”) to the purchaser (the “**Purchaser**” or “**you**”).

For the purposes of this Limited Warranty, all standard 2 or 3-coat solid colour and standard 2 or 3-coat two-tone finishes are considered eligible for coverage hereunder (the “**Eligible Products**”).

### LIMITED WARRANTY

Subject to the terms and conditions set out below, The WoodSource warrants the Eligible Products against peeling and adhesion loss due to **normal weathering** for a period of fifteen (15) years (the “**Warranty Period**”) from the date of purchase (the “**Purchase Date**”) as follows:

1. For the first two (2) years following the Purchase Date, The Woodsource will defray the cost of stain and labour, reasonably estimated by The Woodsource in its sole discretion, to re-stain the damaged surface.
2. During the remaining thirteen (13) years of the Warranty Period, The WoodSource will supply only a sufficient amount of stain, as reasonably estimated by The Woodsource in its sole discretion, required to retouch the damaged surface.

In order to make a warranty claim under this Limited Warranty (a “**Claim**”), upon reasonable notice, the Purchaser must allow The WoodSource representatives to enter the property to inspect the Eligible Product that is the subject of the Claim. If defects found are covered by this Limited Warranty, The WoodSource will either, at its sole discretion, cover the cost of a sufficient quantity of stain and the labour to restore the damaged surface or will provide the labour and stain itself as outlined above.

Any other damage or relief is specifically excluded from this Limited Warranty including installation and/or reinstallation costs, and other direct or indirect damages, actual or foreseeable. See Limitation of Liability below.

### WARRANTY CONDITIONS

This Limited Warranty is conditional upon Purchaser’s compliance with all installation requirements and all regular maintenance requirements in respect of the Eligible Product. Failure to comply with these requirements will void this Limited Warranty.

Installation and maintenance requirements can be found online at [www.wood-source.com/manufacturing-services/factory-applied-finishing](http://www.wood-source.com/manufacturing-services/factory-applied-finishing), which include, without limitation, the following:

#### A. Installation Requirements

To validate the Limited Warranty, the Purchaser needs to ensure the following installation steps are taken:

- Inspect the product prior to installation. If the product is deemed to be defective for any reason including, but not limited to, colour defects, it should not be installed. Product should also be inspected for damage, and if found, should not be installed.
- Contact The WoodSource immediately if defects or damages are found prior to installation. Installation of the product constitutes full and complete acceptance of the product by the Purchaser and The WoodSource will not be held liable, in any way including under this Limited Warranty, if a defective or non-standard product is installed.
- Ensure all cuts are saturated with the same protective stain.
- Repair any damage from installation immediately. Any wood surface damaged by scratching or rubbing during installation or handling should be cleaned with a wire brush and treated with 2 or 3 coats of the same solid protective coating.

#### B. Maintenance Requirements

For the Limited Warranty to remain valid, regular maintenance is required. Please refer to our comprehensive Factory-Applied Finish Maintenance Guide for more information available at our website at [www.wood-source.com](http://www.wood-source.com).

#### C. Wood Preparation

For proper mechanical adhesion of stain, a rough, resawn, or brushed face is required. A smooth surface is not eligible for warranty claims. Please note that stain does not adhere to sharp corners. All edges must be rounded. The wood needs to be protected against the elements at all times prior to and during installation.



6178 MITCH OWENS ROAD  
MANOTICK, ON K4M 0V2  
613-822-6800  
OTTAWA@WOOD-SOURCE.COM

515 DAYS ROAD  
KINGSTON, ON K7M 3R6  
613-561-6800  
KINGSTON@WOOD-SOURCE.COM

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## SCOPE AND EXCLUSIONS

Claims relating to colour fading and/or the development of mold and mildew on surfaces treated by an Eligible Product are expressly excluded from this Limited Warranty. These conditions are typically a result of position and exposure, not a defect of the finish, and therefore are expressly excluded from this Limited Warranty.

The Limited Warranty applies to **siding installations only** and does not extend to other installations including, but not limited to, decks, gates, stairs, fences, and other flat or exposed surfaces.

The Limited Warranty does not apply, in any way, to damages or defects caused by or related to the following:

- Warping, lifting, splitting, cracking, and excessive expansion/contraction as defined by industry standards;
- A defect of the substrate;
- Knot bleeds;
- Inadequate sanding;
- Non-rounded corners;
- Breakage caused by an object falling on the product;
- Screws, nails, or any other visible mounting hardware used during installation;
- Inappropriate storage, handling, and/or installation practices;
- Lack of regular maintenance, accidental damages, and construction defects;
- Natural disasters including, but not limited to, fire, lightning, hurricane, tornado, wind, earthquake, or hail.
- Chemical application or contact (including cleaning compounds);

- Deterioration of the surface caused by air pollution or salt-water;
- Abusive use, vandalism, moisture accumulations, scratching, abrasions, or any other misuse;
- Installation that does not comply to the building code and/or the Installation Guide.

Tannin extraction, knot bleeding, mould, cracking and color fading are specifically excluded from this Limited Warranty. The WoodSource does not offer any other warranty, express or implied, in respect of your Eligible Product.

## SUBMITTING A CLAIM

To initiate a valid Claim, the Purchaser must contact The WoodSource within thirty (30) days following the discovery of damage or defect that is potentially covered under this Limited Warranty.

Any Claim must be made in writing and received by The WoodSource prior to expiry of the Warranty Period and must include the original invoice issued by The WoodSource.

Any settlement between The WoodSource and the claimant regarding material replacement or other corrective action constitutes a full settlement and release of all Claims under this Limited Warranty.

In the event that the Eligible Product that is the subject of a Claim is no longer offered by The WoodSource, The WoodSource reserves the right to provide another substitute product of equivalent value in its sole discretion.

## LIMITATION OF LIABILITY

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

IN NO EVENT IS THE WOODSOURCE LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR ENHANCED DAMAGES, LOST PROFITS OR REVENUES, OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO THE SALE OF AN ELIGIBLE PRODUCT, REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) ON WHICH THE CLAIM IS BASED OR WHETHER THE DAMAGES WERE FORESEEABLE OR WHETHER OR NOT THE WOODSOURCE WAS ADVISED OF THE POSSIBILITY OF THE DAMAGES. THE WOODSOURCE'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THE SALE OF AN ELIGIBLE PRODUCT AND THIS LIMITED WARRANTY, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, IS LIMITED TO THE EXPRESS RELIEF SET OUT IN THIS LIMITED WARRANTY.



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