

HT™ ASH WARRANTY

25 Year Warranty



25 YEAR WARRANTY

The warrantor, Vision Wood LLC (“Vision Wood”), extends this Limited Warranty to an Original Consumer Purchaser(s) (as defined below) of wood products thermally modified to the proper end use retention levels distributed and sold by Vision Wood in the United States (“HT Ash”), including Vision Wood Heat-Treated wood products. “Covered Property” shall mean a residential and/or commercial property onto which an original purchase of HT Ash is installed by an Original Consumer-Purchaser(s). “Original Consumer-Purchaser(s)” shall mean an original purchaser of HT Ash who is the owner of record of a residential and/or commercial property at the time such original purchase of HT Ash is installed. This warranty shall only apply if such installation is completed and the HT Ash is used in compliance with this warranty, product instructions and all applicable laws, regulations, codes, legal requirements, and any applicable standards (“Covered Use”). This warranty is effective from the date of original purchase until the Original Consumer Purchaser sells, conveys or otherwise transfers the Covered Property. This warranty is not transferable.

THIS WARRANTY COVERS:

HT Ash against damage by fungal decay or termite infestation that makes the wood structurally unfit for the application for which it was used: provided that all of the following conditions are met: (i) such use is a Covered Use on a Covered Property; (ii) each piece of HT Ash has a Preserve Lifetime Limited Warranty or similar end tag retained by the Original Consumer Purchaser.

Vision Wood, within 60 days of validation of a claim under this warranty, will arrange to exchange the qualifying damaged HT Ash for new HT Ash of the same type.

THIS WARRANTY DOES NOT COVER & VISION WOOD SHALL NOT BE LIABLE FOR:

1. Any commercial or industrial application, including without limitation building poles or building timbers in structural applications.
2. HT Ash used in or as lattice or peeler core landscape timbers.
3. HT Ash that is used in a manner for which it was not intended.
4. HT Ash used in foundation systems or used in salt-water immersion applications.
5. Damage resulting from any cause other than fungal decay or termite infestation.
6. Damages caused by natural change in physical appearance of wood beyond the control of the thermally modified wood product, including but not limited to cracking, checking, cupping, and warping of the wood and normal wear and tear.
7. Costs associated with the delivery, installation, removal, or reinstallation or refinishing of HT Ash.
8. Any incidental or consequential damages claimed to be a result of failure of HT Ash.
9. Finishes applied by third-party companies.
10. Improperly treated wood products.

The obligation of Vision Wood under this warranty is limited to replacement of lumber in accordance with the terms of this warranty. Nothing in this warranty shall create additional implied warranties, including without limitation warranties of merchantability or fitness for a particular purpose. Some state and local laws vary with regard to duration of implied warranties and limitations of incidental or consequential damages contained in such implied warranties. In any event Vision Wood will comply with the laws of the state in which a limited warranty is validated. HT Ash is not a maintenance-free product. Over time, foot traffic, weathering and the sun’s ultra-violet rays will affect the wood’s surface in general. To help maximize surface protection and to keep your wood looking better longer, we recommend that a surface-applied oil-based finish with UV protection be applied every one to two years.

It is expressly understood that Vision Wood's HT Ash is made up of natural wood species that change, at a drastically reduced rate, by expanding and contracting based on the temperature, humidity, and overall climate of the known installation area.

HT Ash will naturally move in response to exposure and climate, but measures can be taken to reduce the amount of stress on the wood. These movements may result in cupping, bowing, twisting and/or checking of the specified wood. While our HT Ash is thermally modified to significantly increase the overall dimensional stability, we cannot guarantee against cupping, bowing, twisting, checking, etc. The obligation of Vision Wood under this warranty is limited to the structural integrity of HT Ash for up to twenty-five (25) years, and does not apply to the finish or the appearance of HT wood products.

HOW TO MAKE CLAIMS:

To make a claim under this warranty, an Original Consumer-Purchaser must send to the address below, the original invoice or retailer receipt showing date and amount of each item of HT Ash claimed to be damaged. You may be required to provide Vision Wood with additional photographs and sections of damaged wood. In addition, Vision Wood reserves the right to have a representative inspect and test all wood claimed to be damaged. Failure to use this product for a Covered Use immediately voids this warranty.

*Vision Wood, LLC.
Attn: Exterior Department
6010 Magazine Street
New Orleans, LA 70118*

By signing below, I acknowledge that I have read and accept Vision Wood LLC's Warranty:

SIGNATURE: _____

PRINT NAME: _____

DATE: _____

HT™ ASH WARRANTY

(504) 265-8983

6010 Magazine Street
New Orleans, LA 70118

visionwood.com

