

Products Warranty

01 Product Coverage

This Limited Warranty applies to NeoLine Fencing, Decking, and Cladding Materials ("Products") distributed in British Columbia by NeoLine Composite Solutions Inc. ("NeoLine").

02 Warranty Period

Application	Warranty period
Residential Applications	Twenty-Five (25) Years from the original purchase date
Commercial Applications	Ten (10) Years from the original purchase date

The warranty period begins on the date shown on the original proof of purchase.

03 Warranty Coverage

NeoLine warrants to the original purchaser that, under normal use and service conditions, the Products shall be free from manufacturing defects and will not:

- Split, splinter, rot, or decay.
- Suffer structural damage caused by termites or fungal decay.
- Crack due to normal environmental exposure.
- Experience excessive or non-uniform fading beyond the limits defined herein.

This warranty applies only when:

- Products are purchased from NeoLine or an authorized NeoLine distributor or dealer.
- Products are installed and maintained in strict accordance with official NeoLine installation guidelines and applicable building codes.
- Products are used in standard exterior building applications for which they are designed.

04 Fade and Colour Protection

Products feature a durable protective cap designed to preserve appearance under normal outdoor conditions.

- NeoLine warrants coverage against excessive or uneven fading or noticeable colour change under normal residential use.
- Minor colour variation due to natural weathering, sunlight exposure, or environmental factors is normal and not considered a defect.

05 Stain Resistance

Products resist permanent staining from common substances such as food, beverages, grease, and oils, provided spills are cleaned promptly.

06 Termite and Fungal Decay Resistance

Products are warranted against structural damage caused by:

- Wood-destroying insects (including termites)
- Fungal decay organisms

This protection applies only when Products are installed in exterior, above-ground applications with proper drainage and ventilation.

07 Exclusions

This Limited Warranty does not cover damage or conditions resulting from:

- Improper installation or failure to follow NeoLine installation instructions
- Use outside intended structural or architectural applications
- Abuse, misuse, negligence, vandalism, or unauthorized modification
- Acts of God, including but not limited to floods, fires, earthquakes, lightning, windstorms, or extreme environmental conditions
- Surface mold, mildew, or environmental staining
- Normal weathering, minor fading, gloss reduction, or colour variation
- Aesthetic irregularities that do not affect structural performance
- Movement, settling, distortion, or failure of the supporting substructure
- Use of incompatible fasteners, framing systems, or third-party accessories
- Damage caused by chemicals, paints, sealers, or cleaning agents not approved for composite materials
- Commercial installations beyond the applicable 10-year commercial warranty period

08 Claim Procedure

To initiate a warranty claim, the claimant must:

1. Submit written notice to NeoLine within thirty (30) days of discovering the alleged defect
2. Provide:
 - Original proof of purchase
 - Installation date and installer details
 - Photographs clearly documenting the issue
 - Description of product batch or order information (if available)
 - Permit reasonable inspection by NeoLine or its authorized representatives or its distributors or dealers.

Failure to comply with claim procedures may void warranty coverage.

09 Remedies

If NeoLine determines, upon inspection, that the Products are defective under this warranty, NeoLine will, at its sole discretion:

- Provide replacement materials for the affected portion, or
- Refund the original purchase price of the defective materials on a pro-rated basis reflecting years of service.

The following costs are expressly excluded:

- Labour and installation
- Removal and reinstallation
- Freight and transportation
- Disposal and site restoration
- Consequential or incidental damages

Replacement materials may vary in colour or finish due to manufacturing changes or natural weathering.

10 Limitation of Liability

NeoLine's total liability under this Limited Warranty shall not exceed the original purchase price of the Products.

To the maximum extent permitted by law:

- All implied warranties, including merchantability and fitness for a particular purpose, are disclaimed
- NeoLine shall not be liable for indirect, incidental, special, consequential, or punitive damages

Some jurisdictions do not allow certain limitations; therefore, portions of this section may not apply.

11 Governing Law

This Limited Warranty shall be governed by and construed in accordance with the laws of the Province of British Columbia, Canada.

12 Contact Information

NeoLine Composite Solutions Inc.

Email: info@neolinecomposites.com