

## **Construction and Warranty**

### Wood Fence Limited Warranty

#### Coverage Period

- Craftsmanship: 3 Years from completion date
- No Warranty on wood frame gate function

#### What This Warranty Covers

##### Craftsmanship Coverage (3 Years)

###### 1. Post Installation

- Significant leaning or movement of posts more than 20 Degrees (Not including wind damage over time)
- Post settling beyond normal ground movement
- Posts breaking or folding - (covered up to 40 mph on .065 (16ga), 70mph on .095 (13ga))
- Post rusting at ground level (See maintenance requirements)

###### 2. Rails and Framework

- Detachment of rails from posts due to improper installation
- Significant rotting (Excluding rot rail)
- Hardware failure due to improper installation

###### 3. Picket Installation

- Loose or detached pickets due to improper fastening
- Hardware failure related to picket attachment

###### 4. Gates

- Metal frame gates (See metal gate warranty)
- No warranty on wood frame gate function

#### What This Warranty Does Not Cover

##### 1. Natural Wood Characteristics

- Wood splitting, cracking, or warping
- Natural wood discoloration
- Knot holes or knot loosening
- Sap bleeding
- Natural aging or weathering of wood

##### 2. Environmental Damage

- Storm or wind damage
  - Detachment of rails from posts in more than 70mph winds
  - Pickets coming off in more than 70mph winds
  - Significant fence leaning in more than 70mph winds

- Ground movement or erosion
- Damage from tree roots
- Water damage from irrigation systems
- Impact from vehicles, equipment, or debris
- Animal damage
- Fire damage

### 3. Customer-Related Exclusions

- Customer modifications
- Improper maintenance
- Paint or stain application issues
- Damage from power washing
- Attaching items to the fence (planters, lights, etc.)
- Pet damage

### Maintenance Requirements

To maintain warranty coverage, property owner must:

1. Maintain proper drainage around fence line
2. Keep sprinklers directed away from fence
3. Clear vegetation growing on fence
4. Do not Plant shrubs or trees within 5ft of fence
5. Checking for damages after wind storms between 40 - 70mph winds

### Making a Warranty Claim

#### 1. Contact Information

- Phone: 682-800-7952
- Email: [admin@crafterfence.com](mailto:admin@crafterfence.com)

#### 2. Required Information

- Property address
- Detailed description of issue
- Photos of affected areas
- Best contact method and availability

#### 3. Emergency Repairs

- For gate functionality issues affecting security
- Response within 24-48 hours
- Additional charges may apply for after-hours service