Vixen Hill

Elverson, PA 19520

# Cedar Shutters Limited Warranty

**Warranty Coverage:** Vixen Hill Home Products warrants to the original purchaser, for only the original property where the products were installed, that our products are free from defects in material and workmanship providing the products were installed according to our specifications. This warranty is limited to the terms and conditions, requirements and legal's rights as expressly outlined in this document.

**Warranty Period:** Wood shutters are warranted for a period of **five (5) years** from date of receipt against defects in material and workmanship per the following schedule: **Period within 1st year = 100%; Period between 1st and 2nd year = 75%; Period between 2nd – 3rd year = 50%; Period between 3rd – 4th year = 25%; Period 4th – 5th year = 10% of the original cost eligible for claim.** Vixen Hill Home Products will not be held responsible for paint or finish failure under any circumstances unless the shutters were factory painted and within the paint finish warranty term, this includes products that were primed only since we have no control of the choice of materials and application method of the final finish application. Vixen Hill Home Products will not be held responsible for any product or material defects or failures resulting from customer or third party, applied coatings, including but not limited to, primers paints and stains.

**Warranty does not cover:**

1. Any post-delivery modifications to any product will void this warranty. *(Examples include but not limited to: field trimming of shutters or installations that are atypical from a normal hinge or surface mount application)*
2. Any product deflection or distortion affecting shutters 60 inches or taller where a 3rd hinge was not installed. As well as, shutters 75 inches or taller where a 4th hinge was not installed.
3. Mounting the shutters flat against the home without an air gap automatically voids this warranty.
4. Mounting the shutters with the joint pegs facing outwards automatically voids this warranty *(shutters have a front and back side, the joints are pegged on the back side, look for the witness lines around the pegs).*
5. Vixen Hill Home Products will not be responsible for fading due to weathering of painted surfaces. Such fading, including any reduction in gloss levels is considered normal and expected for painted wood in exterior applications.
6. In the event of any warranty claim, Vixen Hill Home Products will not be responsible for any subcontractor or labor charges for the removal and reinstallation of affected shutters or hardware under any circumstances.
7. The following are not considered defects in material and workmanship: **(a)** small hairline surface or edge "checks" which are common in exterior millwork and generally cannot be avoided; **(b)** slight witness lines around raised panels and louvers due to expansion and contraction; **(c)** witness lines around the "pegged" mortis and tenon joint; **(d)** leaching "tannin" or "resin" from the shutter which may result in finish damage; grain texture and color variations; **(e)** grain texture and color variations which are common to all woods.

General Warranty Provisions:

1. All warranties are non-transferable and are extended only to the original owner(s) of the structure where the shutters were originally installed.
2. Warranty coverage will not extend whatsoever to custom shutters fabricated that are beyond the scope of Vixen Hill's standard products and sizes, or in cases when the purchaser was advised at the time of purchase that the warranty would not extend on their purchase.
3. Vixen Hill Home Products will not be held responsible for damages resulting from Act of God, accidental or intentional acts, installations that are not in accordance with the recommended method or from repairs or modifications by persons not authorized by Vixen Hill Home Products or from the use of parts and hardware accessories not authorized by Vixen Hill Home Products.
4. The original owner(s) shall have the burden of establishing to Vixen Hill Home Products reasonable satisfaction both the identification of the product purchased and the date of purchase of the same for all claims made.
5. Vixen Hill Home Products will not be responsible for damages exceeding in value of the original net purchase price of the products excluding shipping, handling, and sales tax (if applicable).
6. In the event of a claim during the warranty period, Vixen Hill Home Products at its sole option will either **(a)** repair or replace the warranted product(s); or **(b)** refund to the purchaser a sum equal to the actual price paid for the product *(minus shipping and handling charge and sale tax).*
7. This warranty will not cover claims for the following: **(a)** damage to or failure of a warranted product resulting from acts of the purchaser or installer; **(b)** damage to or failure of the product resulting from unreasonable use, including but not limited to, the installation of shutters other than over window openings or the failure to reasonably maintain the product after installation.
8. Vixen Hill Home Products must be allowed a reasonable opportunity and notification to determine and fulfill its obligations under this warranty before the purchaser or others make any repairs to the product.
9. Vixen Hill Home Product's financial liability will never exceed the original product cost less shipping, handling and sales tax. Vixen Hill Home Products reverses the right to change, discontinue, or alter any of its product designs or colors at any time and without notice or liability. If, for any reason, products of the type originally purchased are no longer available from us at the time of a warranty claim, we may substitute another product determined by us to be of a comparable quality and price.
10. Shutters 60 inches and taller must have 3 hinges installed per shutter, shutters 75 inches and taller must have 4 hinges installed, in order to maintain the product warranty. Deflection or distortions of products 60 inches or 75 inches and taller that were not installed with the correct amount of hardware is not covered by this warranty.
11. **Other than the express warranties herein, Vixen Hill Home Products makes no other warranty and hereby expressly disclaims all other warranties of any kind, expressed or implied. Vixen Hill Home Products makes no implied warranty or merchantability and makes no implied warranty of fitness for a particular purpose. The obligations and liabilities of Vixen Hill Home Products under this warranty or under any implied warranty which is applicable despite the preceding disclaimer are in lieu of all other obligations or liabilities including, without limitations, liability for incidental consequential and/or any other damages based upon any theory or recovery at law or in equity including specifically any theory or negligence, breach of contract, breach of warranty or strict liability.**

**Warranty Claim Process:** Contact Vixen Hill Home Products immediately upon discovery of the defect by sending an email to sales@vixenhill.com or call us at (610)-286-0909. You will be required to provide the following: **(a)** contact information and address; **(b)** proof of purchase and date; **(c)** Description and pictures of the problem. Vixen Hill Home Products shall have the right to investigate any claim. Upon verification of the claim, Vixen Hill Home Products shall at its sole option will either **(a)** repair or replace the warranted product(s); or **(b)** refund to the purchaser a sum equal to the actual price paid for the product *(minus shipping and handling charge and sale tax).*