

Trim Boards made with AuraLast® Wood Limited Warranty

OUR WARRANTY TO YOU...

JELD-WEN® AuraLast millwork components are designed to create lasting value for your home. This warranty is effective for all JELD-WEN Trim Boards made with AuraLast Wood ("Products") manufactured by JELD-WEN on or after **September 1, 2011** for use in the United States and Canada. For additional information, including care and maintenance, installation and finishing instructions, contact us or refer to www.jeld-wen.com.

WHAT THIS WARRANTY COVERS

This warranty provides coverage for JELD-WEN AuraLast wood Trim Boards as specified below.

Limited Thirty Year AuraLast Warranty

We warrant to the original owner² that if your AuraLast Trim Board exhibits wood cellular level breakdown, caused by decay and/or termites within **thirty (30)** years from the date of initial purchase we will, at our option, repair the Product, provide a replacement Product or component (not including labor) or refund the purchase price of the Product. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon prior written approval from JELD-WEN. Please contact us.

Transferability: In the event you sell your residence/ building or it becomes occupied by other than the original owner, the warranty is **ten (10)** years from the date of manufacture.

JELD-WEN also warrants to the original owner² that if your AuraLast Trim Board exhibits any defects in materials and workmanship which are not related to wood cellular level breakdown, or wood decay, within a period of **one (1)** year from the date of initial purchase we will, at our option, repair the Product, provide a replacement Product or component (not including labor), or refund the purchase price of the Product.

HOW TO GET ASSISTANCE

If you have a problem with your JELD-WEN product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

Mail: JELD-WEN Customer Service
Attn: AuraLast Warranty Claims
P.O. Box 1329, Klamath Falls, OR 97601
Phone: 800-JELD-WEN (800-535-3936)
Fax: 800-436-5954
Email: CustomerServiceAgents@jeld-wen.com

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, permanent label, or the embossed identifier, b) how to contact you, c) the address where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

Product Purchase Date: _____

Order Number: _____

What We Will Do...

Upon receiving your notification, we will send out an acknowledgement within three business days. We will investigate your claim and will begin to take appropriate action within 30 days after notification. If it is determined that the Product does not have a defect covered by the warranty, we may charge an inspection fee for any onsite inspection that is required or requested by you. Because manufacturing materials and techniques can change, replacement part(s) may not be an aesthetic match to the original. Replacement components/Products are warranted for the balance of the original Product warranty or 90 days, whichever is longer. If we determine we are unable to provide replacement parts, we will refund the unit/ component purchase price.

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WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN manufactures and sells complete door systems, door slabs, door frames, windows and various related millwork accessories. This warranty applies only to AuraLast wood Trim Boards; please see our other product warranties for coverage on windows, door systems, slabs, etc. This warranty does not cover parts or components not sold by JELD-WEN to the original owner. See your distributor or dealer regarding the warranty on these other components.

JELD-WEN is not liable for:

- Normal wear and tear; natural weathering of surfaces. Variance in color or texture of natural wood parts is not considered a defect.
- Warp within tolerances: bow no more than 1/2" per 6' of length, crook or twist no more than 1/4" per 6' of length, and cup no more than 1/32" per 4" of width.
- Damage caused by chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Product failure due to misuse or abuse; damage caused by failure to properly finish and provide maintenance, by alteration or modification to the Product (e.g. customer applied hardware, paint finishes, security systems), or as a result of any cause beyond the control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Improper installation not in conformance with JELD-WEN installation instructions (note: see www.jeld-wen.com for current installation instructions) or current industry standards; problems related to flaws in building design or construction.
- Damage or poor Product performance resulting from installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Product or component performance decline due to aging, natural processes or failure to provide proper maintenance.
- Labor and materials for installation or re-installation, repair, repainting or refinishing activities, or the removal or disposal of defective Product(s); freight charges and taxes.
- Wood cellular structure failure for wood components other than of AuraLast pine species and any Products (including AuraLast pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood cellular structure failure.
- Incidental or consequential damage. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Important Legal Information -- Please read this carefully. It affects your rights.

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

¹"AuraLast Trim Boards" and "Products" refers to JELD-WEN trim boards made with AuraLast treated wood manufactured in the United States and marketed and sold under the JELD-WEN brand name and the JELD-WEN Trim Board program.

²The "original owner" means the contractor/dealer/distributor/purchaser and the initial owner of the structure where the Product is initially installed.

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