



WARRANTY

5 - YEAR LIMITED WARRANTY

FlexDeck warrants 100% Brazilian origin for its hardwood, grade A, kiln-dried, and not susceptible to attacks by wood decay organisms, according to international standards of quality. Homegrown and sustainably harvested, respecting all legal requirements by Brazilian Federal and State Governments, the product also brings with it environmental responsibility. FlexDeck carries a 5-year Limited Warranty against defects in material and workmanship. Defects are defined as imperfections that impair the utility of the product or affect the structural integrity of the product.

Upon receipt and prior to assembly the buyer must thoroughly inspect all components for any concealed damage; any defects are to be reported within 7 days of receipt. At our discretion, BuildDirect will repair or replace the defective component - with the same or similar component if discontinued - without charge.

This warranty applies to conditions of normal residential use and does not apply to improper assembly, modifications after purchase, intentional damage, accident, misuse, abuse or negligence, normal wear and tear (which includes weathering and checking) or any damage that was a direct affect of weather related conditions and other acts of Nature. It is natural for the wood to have color and grain variations and in no way can these features be deemed defective.

This warranty is limited to the original buyer with proof of purchase. Pictures or inspection may also be required when submitting a claim.

In obtaining refund or replacement, the original owner must submit its claim along with this warranty certificate, original purchase invoice noting purchase date, pictures of defective products and a detailed description to: