



TherraWood 20-Year Limited Warranty

Universal Composite Materials, Inc. (hereinafter “UCM”) warrants to the original purchaser (“Purchaser”) that, for a period of twenty (20) years from the date of original purchase, under normal residential/commercial use and service conditions, TherraWood products shall be free from material defects in workmanship and materials, and shall not check, split, splinter, rot or suffer structural damage from termites or fungal decay. If a defect occurs within the warranty period, Purchaser shall notify UCM in writing and, upon confirmation by an authorized UCM representative of the defect, UCM’s sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation).

This warranty shall not cover and UCM shall not be responsible for costs and expenses incurred with respect to the removal of defective TherraWood products or the installation of replacement materials, including but not limited to labor and freight. To make a claim under this limited warranty, Purchaser, shall send to UCM, within the warranty period referred to above, a description of the claimed defect and proof of purchase, to the following address:

Universal Composite Materials, Inc.
Customer Relations
Eylul Sokak No:9 Levent 34330 Istanbul / Turkiye

UCM does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of TherraWood products and/or failure to abide by UCM’s installation guidelines; (2) use of TherraWood products beyond normal residential use, or in an application not recommended by UCM’s guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which TherraWood products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade (5-10% depending on the color is acceptable in the first 3 months of installation); (5) improper handling, storage, abuse or neglect of TherraWood products by Purchaser, or third parties.