

PFC WOOD FENCE WARRANTY

6 YEAR WORKMANSHIP WARRANTY

This warranty covers defects in workmanship for a period of 6 years. This warranty assumes normal wear and tear in a residential setting. Should your fence cease to function as intended due to a workmanship issue, please review the information below.

Items that are covered;

- Loose posts. Not originally set with sufficient concrete or at a sufficient depth (does not include premature rot).
- Rails coming detached from the posts / gates.
- Boards falling out of the sections / gates.
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Should any of these situations occur, Premium Fence will rectify the issue at no cost to the original purchaser.

To obtain performance of any obligation of this warranty, the purchaser shall:

- * provide pictures and a thorough description of the fence issue via our online warranty form at www.premiumfence.ca
- * Keep the original contract for proof of purchase.

1 YEAR STRUCTURAL MATERIAL WARRANTY

Cedar is a natural product. As it dries in the elements it will inevitably twist, crack, warp, and fade. This is part of the natural beauty of the product. If this is a concern to you, please consider purchasing one of our vinyl fence products.

While we use high quality fence grade materials, how they react to the elements is out of our control. We will, however, guarantee the wood materials for a period of 1 year.

What our material warranty covers:

Material defects that are affecting the fence structurally. We will fix these below structural issues at no cost to you. Regardless of the grade of materials used, or how careful we are when sorting thru our lumber- there will always be some warping and cracking that will occur once it dries out completely, causing the structural issues listed below:

- * Gates not functioning correctly. i.e. jammed shut, dragging on the ground, not latching.
- * Fence Sections or Gates that have fallen out.
- * Fence posts out of plumb by 4" or more as result of excessive warpage.
- * Cracks in the posts that run all the way from top to bottom, or are greater than 1/2" in width at the widest point.
- * Gaps between rail-ends and posts that are 5/8" or more. (As result of post or rail warpage).

This warranty covers all wood fences installed by PFC using PFC materials. PFC warrants that the structural integrity of our fencing is guaranteed for a period of 1 year, under normal residential conditions, and against structural failure resulting from defects in materials.

Hardware is a wear item. It is guaranteed to operate under normal circumstances for a period of 1 year, or 1 replacement, whichever comes first. Subsequent to this, the cost of replacing hardware will be the burden of the client.

What our material warranty does not cover:

- * Damage resulting from abnormal use, abuse i.e. climbing/ swinging on gates, neglect or accident.
- * Accelerated rot of wood components due to excessively wet soil conditions.

Specialists. Trusted by over 5200 stratas since 1985

Lower Mainland

Unit 1 – 19272 96 Ave,
Surrey, BC, V4N 4C1
604.576.9910

Vancouver Island

Unit 300 – 848 Courtney St
Victoria, BC, V8W 1C4
250.800.9734



- * Standard mill marks, gradual discoloration from black mold, fading, and sunshine.
- * Cracking, twisting, warping or shrinking of fence materials that are only affecting the fence aesthetically i.e. causing gaps or minor splinters to appear. Cracks in the panel boards never affect the fence structurally and are not covered.
- * Cracks in posts that are less than 1/2" wide at the widest point.
- * Gaps between rail-ends and posts that are less than 5/8".
- * Fence posts out of plumb by less than 4".
- * damage occurring due to wind or other natural forces is not covered under this warranty

FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY ON THIS FENCE, THE CONSUMER IS LIMITED TO THE FOLLOWING REMEDIES:

- * Repair or replacement of damaged sections / pieces, to be performed by PFC.
- * Does not include restaining of new wood used in warranty claims. This will be left natural.

This Warranty extends exclusively to the original purchaser of the fence and will become void if there is any additional construction done to the fence installed by PFC. The term of this warranty begins on the date of the purchase by the consumer and continues for the warranty period. This warranty does not include any instance in which existing materials are used in conjunction with new materials, unless otherwise specified on the original contract.

In the event of a defect in the installation or structural defect in the material, PFC will assess the failure or defect within 10 business days of your request. The remedy will consist of repair or replacement of the defective part, at the warrantor's discretion. PFC will schedule the work accordingly, depending on client needs.

PFC reserves the right to inspect any damage claim. Before the purchaser is entitled to the remedies referred to herein for breach of warranty, PFC must determine to its satisfaction that the fence was (a) installed by PFC; and (b) a result of a material defect affecting the structural integrity of the fence, and / or a result of improper installation.

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