



# WARRANTY

WOOD FENCE & GATE WARRANTY

**• Our Lifetime Workmanship Warranty - Effective 09/01/2021 - RESIDENTIAL PROPERTIES ONLY**

Jackson Fence Company LLC pledges to its customers that all workmanship provided for in the course of their fence construction projects will be free of defects, will be of a specified quality, and will perform properly for the lifetime of the product from the day of commencement of use, substantial completion of the project, or a date of notice of completion of the project, whichever is the first to occur. This warranty is not transferable.

**• Notification of Defects**

Within 10 days of the first knowledge of any defect, or failure to operate properly, Jackson Fence Company LLC is to be notified, in writing, of same by owner or his/her agents, Jackson Fence Company LLC shall be given first opportunity to repair, replace, and/or correct item found to be defective, or that fails to function properly, at no cost to the owner, within a reasonable period of time. Jackson Fence Company LLC shall not be liable for costs of repairs, replacement or correction for any defects or alleged defects should the Customer undertake the corrective action himself.

**• Not Covered Under This Warranty**

This warranty does not apply to any construction work that has been subjected to an accident, misuse and abuse, nor to any construction work that has been modified, altered, defaced, and/or had repairs made/attempt by any other factor.

**• Damage From Outside Sources**

Jackson Fence Company LLC is not liable for repair conditions caused by chemical or sedimentary buildup, misuse or abuse, failure to clean or maintain as specified by the product/equipment manufacturer, structural changes, fire, freezing, electrical failure or surge, water damage, wind damage, lightning, mud, earthquake, soil/foundation/driveway/walkway movement, soil sediment, storms, accidents, pest damage, or acts of God.

**• Manufacturer Defects**

Jackson Fence Company LLC is not liable for repairs related to problems or failures caused by a manufacturer's defect.

**• Staining Your Fence**

You must wait allotted drying time after install before staining. You must use oil-based stain. Using a water-based stain will void this warranty. See Acknowledgment for more details.

**• Wood Fence Parts**

Jackson Fence Company LLC will not repair or replace any gate(s) or fence parts constructed of wood material that have warped, cracked, split, rotted, or chipped without invoicing accordingly (these conditions are not workmanship related and will not be covered under this warranty).

**• Wooden Gates**

There is no warranty on gate hardware.

**• VOID OF WARRANTY**

This warranty shall be voided should any work, repair, replacement or correction be made on the product (the fence) by customer or any other party other than Jackson Fence Company LLC or a party affiliated with and/or approved by Jackson Fence Company LLC. Late payment will also void warranty.

### Free Exchange of Fence Pickets

Pressure treated and cedar boards qualify for exchange within ONE YEAR of contract date. Jackson Fence Company LLC will exchange up to 15% of all pickets which were installed by Jackson Fence Company LLC at no charge. In order to complete the exchange, customer must make an appointment for exchange AND deliver the damaged boards to our facility. Should cedar become unavailable, a substitute wood selected by Jackson Fence Company LLC will be provided.

Product exchange does not include labor. If your fence repair requires Jackson Fence Company LLC services, Jackson Fence Company LLC will provide you with a labor cost estimate which needs to be paid in full before repair can be scheduled.



**By Signing Below**

I understand that removing the Jackson Fence Company LLC sign from my fence will void my warranty. I have read this warranty and understand the natural drying and checking process and furthermore understand there is no warranty written or implied that covers warping, cracking, splitting, and checking.

\_\_\_\_\_  
Signature of Agreement

\_\_\_\_\_  
Date