



Premium Decks

Rwood Limited Warranty

Rwood Premium Decks warranty products begins on the date of purchase of the products.

This warranty applies to installations where before, during and after being made, the conditions at the installation site, and during the life of the product are properly installed.

The specific requirements of the product in the installation are attached in the installation manual.

Rwood Premium Decks products are made with natural fibers, that is, products of nature, variations in their tones, which is normal and part of their beauty.

Rwood Premium Decks products are manufactured according to industry standards that allows dimensional adjustments up to 9 mm in its straightness in a table of 2.44 m or its proportional in tables of lesser measure, and half a centimeter in its length.

These dimensional deficiencies can be caused by the manufacture of the product or the natural behavior of materials.

Innovación en Maderas Ecológicas SA de CV (Rwood Premium Decks) hereby provide a 10-year warranty, which applies exclusively to the following items:

- Product degradation.
- Abrupt discoloration of color.
- Decomposition of the material*.
- Dimensional stability (Crack free -40°F a 140°F)*

* With correct installation.

Warranty Exclusions Rwood Premium Decks:

- Use or installation of the product in applications contrary to the suggested use.
- Any manufacturing or natural defect that in its totality is less than or equal to 5% of the amount acquired in the purchase.
- Failure of the floor or wall where it has been exposed to moisture without proper ventilation.
- Application of chemicals other than those indicated (hot water and neutral soap) for cleaning.
- Stains
- Damage resulting to structural failures at the installation site.
- Removal or replacement of furniture or any kind of accessories.
- Claims in which Rwood Premium Decks has been installed with visible defects.
- Damage caused by freight or maneuvers.
- Damage caused by pointy or heavy objects.
- The distance between boards must not be less than 2 mm at the time of installation.
- Failure to comply with any guideline or requirement in the appendix attached to this guarantee.

It is the responsibility of the customer and the installer final inspection prior to installation.

This warranty does not cover products installed with a visibly detectable defect.

Inspiration in sight