



2755 Faith Industrial Drive | Buford, GA 30518

855.238.5695 toll free | 678.765.7686 main | 678.765.0601 fax | www.havenunderdeck.com | haven@havenunderdeck.com

Limited Lifetime Warranty

THIS PRODUCT HAS BEEN MANUFACTURED AND TESTED TO THE HIGHEST QUALITY STANDARDS

This Limited Lifetime Warranty offered by Haven Underdeck covers defects in material in new Haven Underdeck products. This warranty extends to the original purchaser and may be transferred to new owners via procedures included herein. This warranty only covers Haven Underdeck products purchased from Haven Underdeck or Authorized Haven Underdeck Distributors and Dealers. This warranty is subject to limitations, exclusions, and conditions as detailed in this Warranty Certificate.

WHAT OUR WARRANTY COVERS

Haven Underdeck warrants the product against defects in materials as follows.

THE POWER COMPONENTS (power supply, receiver, and electronic controls) are warranted for five (5) years from the date of installation. This excludes batteries.

All electric components are warranted subject to the wire connections being protected and to the electric controls being installed in accordance with instructions and the relevant codes.

DECK AND WOOD SUPPORT COMPONENTS are not warranted as part of the material kit.

THE HAVEN UNDERDECK SYSTEM is warranted for the lifetime of the system against manufacturing defects. This limited lifetime warranty applies to manufacturing defects in the components for residential and commercial applications. All paint on our material is warranted by supplier for 20 years. Corrosion resistance is dependent on the use of proper wood preservatives in pressure treated lumber.

WHAT OUR WARRANTY DOES NOT COVER

Conditions, malfunctions or damage resulting from other than defects in material.

Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration. Accessories, connected materials and products, or related products not manufactured or supplied by Haven Underdeck.

Normal weathering, chalking, fading, corrosive atmosphere contaminated with chemical fumes, pet waste, salt, or any act of God.

LIMITED LIFETIME WARRANTY

This warranty may be transferred to new owners during the life of the Warranty by adhering to the following procedure:

In writing to Haven Underdeck via mail/email/fax

There is no charge for this transfer, however Haven Underdeck must acknowledge in writing that the new registration has been received.

This Limited Lifetime Warranty only applies to product(s) installed within the United States, Canada.

CLAIM PROCEDURE

Any claim under this warranty must be in writing and sent via mail/email/fax to:

HAVEN UNDERDECK 2755 Faith Industrial Drive Buford, GA 30518
haven@havenunderdeck.com | Fax #: 678.765.0601

Claims must be received by Haven Underdeck within 30 days of discovering a claimed defect and include the date of purchase, the address of the installed product, the name and address of the installer and a copy of the invoice for the defective product. As Haven Underdeck must have a reasonable opportunity to inspect the claim, do not begin any repairs prior to said inspection or the terms of the warranty could be voided.

After inspection by Haven Underdeck or its duly appointed representative, Haven Underdeck shall have thirty (30) days to deliver a repaired, or new product(s) to remedy the defective product as follows:

Based on the warranty period for the defective part as defined above, Haven Underdeck has the option to repair, or replace defective components. The customer is responsible for shipping charges and all costs for removal and reinstallation of the components.

This Limited Lifetime Warranty is made in lieu of all other warranties of merchantability and fitness for a particular purpose and the purchaser's rights are limited to the term of this warranty. Haven Underdeck shall not be liable for any incidental, special or consequential damages. The obligations of Haven Underdeck set forth herein are the sole remedies available whether the claim is for negligence, or breach of warranty.