

HB&G Companies' PermaPorch® Ceiling Limited Warranty

The HB&G Companies' PermaPorch® Ceiling Limited Twenty-Five (25) Year Warranty (the "Warranty") is extended to original purchasers of the HB&G Companies' PermaPorch® Ceiling and ceiling components (the "Product"). An original purchaser is a retailer, distributor, builder or supplier that purchases the Product or the first individual homeowner who purchases the Product from a retailer, distributor, builder or supplier, whether or not the Product has been installed. This Warranty is not transferable to subsequent homeowners. We warrant that the Product, when properly installed, shall be free of manufacturing defects in workmanship and materials under conditions of normal use and service. If the Product fails to perform as warranted as a result of defective material or workmanship and meets the criteria laid forth in this Warranty, HB&G Companies, at its option, will either (1) provide replacement parts, (2) allow a HB&G factory authorized repair, to be completed by an agreed upon third party; or (3) provide a monetary refund or a HB&G Companies' credit based on your original purchase price. Any replacement or authorized repair is warranted for the remainder of the warranty period unless otherwise specified by HB&G. Installation and labor costs are NOT covered under this Warranty.

GENERAL CONDITIONS & EXCLUSIONS:

This Warranty is not transferable and is subject to these general conditions & exclusions:

What is not covered:

There are certain conditions or applications over which HB&G Companies has no control. This Warranty does not cover defects or problems as a result of such conditions or applications, including:

- Damage caused by improper handling, installation, use, applications or maintenance.
- Damage caused by environmental conditions or use that exceeds design standards.
- Damage caused by accidents, Acts of God, abuse, vandalism, animal activity or any other external force.
- Damage resulting from mishandling in transit.
- Modifications or improvements made to the column after purchase, such as splitting the column.
- Normal weathering, chalking, fading, atmospheric pollutants or mildew buildup.
- Non-factory applied finishes, applied sealants or caulking.
- Installation or labor costs.
- Improper installation in violation of building codes.
- Any product not manufactured by HB&G Companies.
- Damage or distortion to the product caused by the twisting, bowing or other movement of the structure to which the Product is attached.
- Color matching of the Product material and any other HB&G Companies' material.

[HB&G Companies](#) makes no other express warranties, oral or written. By purchasing or using the Product, you agree that you are not relying on any oral statements made by anyone that are in any way contrary to this Warranty. HB&G Companies' liability shall be limited in all instances to the remedies indicated in the proration table provided above. The remedies stated above are your sole and exclusive remedies, and HB&G Companies will not be responsible for incidental or consequential damages relating to your purchase or use of HB&G Companies' materials.

RIGHTS MAY VARY BY STATE:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty is only applicable in the United States & Canada.

HOW TO GET HELP IF YOU HAVE A WARRANTY CLAIM:

To obtain help with a warranty claim, contact the dealer, distributor or supplier where the Product was purchased. If after thirty (30) days, you have received no response to your complaint, then contact HB&G Companies, by mail or email: P.O. Box 589, Troy, Alabama, 36082, ATTN: Warranty; or warranty@hbgcompanies.com.

Please include the following in your correspondence:

- The Product, date and place of purchase
- A description of the problem
- Your complete contact information
- Dated proof of purchase (this is REQUIRED to make a claim against HB&G Companies)

Once HB&G Companies has received your correspondence, we will send you a warranty claim form and an instruction sheet that will list the additional information we will need to address your claim.