



ALLWOODOUTLET.COM WARRANTY

WARRANTY: Your cabin kit (hereinafter “Product”) has a two-year manufacturer’s warranty, including all hardware and metal components, commencing on the date of purchase. The wooden wall elements (except $\frac{3}{4}$ inch or 19mm) have an extended warranty of five years from defects in workmanship and manufacturing. All defective parts will be replaced or repaired at our expense. However, Allwood shall not be responsible for any costs of labor or installation. The terms and conditions are set forth below.

1. **Conditions.**

This Warranty is only effective when:

- 1.1 The Buyer has attempted to verify the quality and quantity of parts of the product within a reasonable time after delivery and acceptance of the Product
- 1.2 The Product has been assembled in strict compliance with the manufacturer’s assembly instructions.
- 1.3 The Product is suitable for installation in the planned location, and the proper foundation has been prepared prior to construction.
- 1.4 The Product has been properly 1) shingled or tiled; 2) painted or stained; and 3) reasonably and regularly maintained thereafter.
- 1.5 The claim arises during the time that the Product is owned by the original Buyer. This warranty is non-transferrable to subsequent owners.
- 1.6 AllwoodOutlet has been notified in writing via email within 5 business days of the discovery of any defects in the Product in accordance with the claims procedure set forth below in Section 3.

2. **Exclusions.**

This Warranty excludes the following:

- 2.1 Damage caused by incorrect storage of the Product after delivery by Allwood and/or its agent for delivery.
- 2.2 Mistakes made during installation of the Product, and thereafter to ensure preservation and/or protection of the Product.
- 2.3 Unique characteristics of wood as a natural material which do not hamper installation or structural stability.
- 2.4 Normal wear and tear.
- 2.5 Damage resulting from negligence in using the Product.
- 2.6 Damage resulting from unforeseeable factors.

- 2.7 Allwood is not liable for any indirect, incidental, special or consequential damages nor for damages caused by events, acts or omissions beyond our control including, but not limited to misuse or improper assembly, improper maintenance which leads to rot or decay, and/or acts of God.

3. Claims Procedure.

The procedure to be followed for all claims is:

- 3.1 All complaints must be in writing and accompanied by photographs, a detailed description of the defect, proof of purchase, order number, date of purchase, model name, date of discovery of defect, and name of website through which the purchase was made.
- 3.2 Said complaints must be sent via email to info@allwoodoutlet.com and/or U.S. mail to 42 Cayman Place, Palm Beach Gardens, FL 33418.
- 3.3 Upon receipt of said notice, Allwood will have 30 days to inspect and verify the claim prior to commencement of any repair or replacement work by you, the Buyer. You agree to cooperate with Allwood's efforts to verify said claim. Allwood reserves the right to seek compensation from you, the Buyer, in the event that Allwood incurs costs to inspect and verify a frivolous or fraudulent claim.