



Reliable Fence – Wood Fence Warranty Exclusion

Product Lines Covered: Estates, Westerly, Pioneer, Newport, Adirondack

How to Submit a Warranty Claim

To submit a claim, please provide **photos, videos, and the original invoice**, and email all materials to info@reliablefencect.com. Claims must be submitted within **30 days** of discovering any issue.

Important Warranty Exclusion Notice

Wood is a natural, organic material. Reliable Fence does **not** warranty natural wood behavior, aging, or environmental responses. The following conditions are considered **normal**, not defects, and are excluded from warranty coverage.

1. Natural Wood Characteristics (Not Covered)

- Warping, twisting, bowing, cupping, splitting
 - Cracks, checks, or surface separations
 - Knot holes, sap pockets, resin seepage
 - Color changes, fading, or graying
 - Raised grain or texture development
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2. Environmental Impact (Not Covered)

- Moisture or soil-related damage
- Sun, UV exposure, or heat effects
- Seasonal expansion and contraction
- Storm, wind, or Act of God damage

3. Biological Factors (Not Covered)

- Rot, decay, mold, mildew
 - Insect damage (termites, ants, borers)
 - Wildlife-related damage
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4. Installation & Use Conditions (Not Covered)

- Post movement due to freeze–thaw cycles or erosion
 - Sprinkler, mower, landscaping, or chemical damage
 - Vehicle or impact damage
 - Failure due to lack of maintenance
 - Sprinkler or water staining
 - Natural board loosening over time
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5. Maintenance Requirements

To extend the life of any wood fence, customers must:

- Seal, stain, or paint as recommended
- Maintain proper drainage
- Keep vegetation and soil away from boards
- Prevent constant moisture exposure

Failure to maintain the fence voids any warranty consideration.

Summary

Wood fencing naturally shifts, expands, contracts, and ages. These characteristics are unavoidable and are not warrantable under any circumstance.