

WOOD APPLICATIONS RELATED TO MANUFACTURED PRODUCTS

Form and Fiber Inc. offers limited warranties on all steel and aluminum structures themselves, specifically construction of product. However, Form and Fiber Inc. does not warranty wood products or applications of wood integrated into products.

NON-WARRANTIED ITEMS INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

1. Surface marring caused by failure to remove protective packaging, including plastic wrapping in a timely manner. Manufacturer recommends immediate removal upon delivery. If product is exposed to climatic heat, rain, etc., product will experience surface marring from trapped moisture/condensation under protective packaging. Surface damage can be permanent and remedy is the responsibility of Purchaser.
2. Damage incurred from dropping of units during installation, causing wood chipping and/or splitting, or similar damage.
3. Damage that occurs as the result of impact, act of vandalism, or natural disaster, including hail and/or severe weather damage.
4. Cracking and fracturing caused by an improper base, settlement, or relocation movement.
6. Damage incurred from drilling/boring into wood applications.
7. Surface damage from use of chemicals and power washers.
9. Natural weathering, including consistency and speed of weathering development from environment exposure; naturally aging the surface color and finish of selected wood species.
10. Appearance of non-structural hairline cracks.
11. Damage caused by excessive moisture and/or climatic exposure.
12. Weathering and structural integrity of wood, including integrated wood benches, is not warranted by Manufacturer.
14. Modification of the finish or to the existing surface, including affixing of id or memory of plates.
16. Damage incurred to edges of wood applications from skateboard impact and/or similar urban activities.
17. Wood Benches are not designed to take impact to edges from skateboards or rollerblades. Form and Fiber does not warranty benches against such types of impact nor the application of protective edge guards which can also cause wood to split/crack if not applied correctly.

WARRANTY NOTES

Wood is a natural material that cannot be controlled in form, nor long term performance. Manufacturer makes no claims, nor does it warranty that the wood related products it produces will not deform, exhibit cracking, checking, cupping, fading/inconsistent color or rate of weathering. Products produced have a natural surface finish and Manufacturer does not apply long term sealants or stains at time of sale. Therefore, all responsibility for the immediate and long term maintenance for wood products, including the application of protective sealants, is the responsibility of the Purchaser.

Manufacturer does not cover claims for items that have been subject to damage that occurs as the result of impact, mishandling, misuse, neglect, accident, act of vandalism, or natural disaster, or that have been modified or altered, or items that have been subject to maintenance practices other than those specified herein.

It is the Designer's, Purchaser's, and/or Project Owner's responsibility for proper placement of Wood applications within the built environment. This includes responsibility for understanding the nature of the product material purchased and potential effects and performance for these non-warrantied wood species on the product themselves as well as adjacent surfaces and the overall design aesthetic. Manufacturer does not warranty wood, nor is responsible for any consequential damages incurred from the Designer's, Purchaser's and/or Project Owner's lack of product understanding and/or responsibility for the specified installation.



FREIGHT CLAIMS

1. It is the Purchaser's responsibility to review all units shipped at time of delivery and off-loading. Any damage is required to be reported at that time to the freight carrier and **DAMAGE MUST BE NOTED IN WRITING ON BILL OF LADING BEFORE SIGNING FOR RECEIPT OF PRODUCT AND ACKNOWLEDGED BY DRIVER WITH THEIR SIGNATURE ON BILL OF LADING AS WELL.**
2. Photos of damaged products must be taken while the object is still attached to the pallet in order to be considered as valid evidence of mishandling by the freight carrier and Purchaser is required to provide photographs with freight claim for damage.
3. All freight damage claims are handled between Purchaser and Freight Carrier. Form and Fiber will not file claims on the Purchaser's behalf, nor mediate or manage the freight claims process.
4. All warranty claims should be handled with a Form and Fiber Representative, directly. Warranty claims will require proper documentation including the original invoice.
5. Upon review of the warranty claim filed by Purchaser, it will be at Form and Fiber's discretion to either fix the existing defective product, replace the existing defective product or offer a refund on the product less any freight, packaging, and up-charge fees.