

# CROWN COMPOSITE PVC PRODUCTS



Mother Nature Beauty, finally engineered

Lifetime limited warranty

SIDING - TRIM - MOLDING

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This guarantee applies to all Products purchased on or after January 1, 2024

Thank you for choosing our premium PVC products! We're excited to share that our Crown Composite PVC products are crafted with a groundbreaking manufacturing process and our exclusive Crown Pro-Tech finish system, guaranteeing exceptional quality and performance. We truly appreciate your trust in us!

**COVERAGE TERM**

An “Eligible Claimant” includes: (A) a Residential Buyer -- a homeowner of a single-family residence; (B) a Commercial Buyer -- any purchaser other than a single-family homeowner, whether acquiring the Product before installation (such as a home builder) or as the Owner of the structure after installation; and (C) one (1) subsequent Owner or recipient of the structure beyond categories (A) or (B), provided that such party has completed Guaranteeregistration within the required timeframe and remains subject to the limitations described herein. “Coverage Term” refers to: the lifetime of the Products for as long as the Residential Buyer owns the home, or 25 years for Commercial Buyers -- in both cases subject to the prorating schedule -->

The Coverage Term ends automatically if the structure on which the Products were originally installed is no longer owned by an Eligible Claimant.

Transfer of Coverage: This Guarantee may be transferred to a new owner only once, and solely within 5 years of the original purchase date. Transfer from a Residential Buyer to a Commercial Buyer is not permitted. Coverage for Commercial Buyers is non-transferable under any circumstances.

Coverage under this guarantee must be activated by registering through the Manufacturer's website.

[Crowncomposite.com/warranty-registration](https://crowncomposite.com/warranty-registration)

An original purchaser must complete registration within 180 days of purchase. A party receiving coverage through a transfer must register within 180 days of the transfer of ownership of the structure. Failure to meet either deadline will invalidate this guarantee and bar any future claim.

**PRORATING SCHEDULE**

| <i>Years Since Installation</i> | <i>Eligible Reimbursement</i> |
|---------------------------------|-------------------------------|
| 0 - 5                           | 100%                          |
| 5 - 10                          | 80%                           |
| 5 - 10                          | 60%                           |
| 11 - 15                         | 40%                           |
| 21 - 25                         | 20%                           |
| 26 - 50<br>(Residential Only)   | 10%                           |



## **GUARANTEE CONDITIONS**

Crown Composite PVC products' responsibilities under this guarantee cover manufacturing defects as described above and are subject to the following conditions:

1. From purchase to installation, the Product must be stored and transported according to the Crown PVC products guidelines.
2. Installation must follow the current printed instructions and all relevant local building codes. Incorrect installation—such as using unapproved fasteners or adhesives—may affect Product performance and void this Guarantee. Up-to-date instructions and videos are accessible on the Crown PVC products website.
3. Once aware of any potential defect or failure, the Eligible Claimant must promptly take all necessary, cost-incurring measures to protect surrounding property from further damage until the issue is resolved.
4. Crown PVC Products isn't responsible for Products that have been processed, modified, or altered after shipment.
5. The buyer is solely responsible for assessing whether the Products are suitable, effective, and safe for their intended use.

### **6. This Guarantee excludes damage, defects, or failure caused by:**

- 6-A Improper storage, transport, handling, or installation, neglect, misuse, or abuse;
- 6-B Unauthorized repairs or modifications.
- 6-C Structural movement, settling of the building, design flaws in the structure; or shifting of attached materials;
- 6-D High-wind events; exceeding 100 mph
- 6-E Natural disasters such as hail, hurricanes, tornadoes, floods, earthquakes, severe weather, or other natural phenomena;
- 6-F Any paint or coating not applied by Crown Composite or its affiliates;
- 6-G Mold, mildew, fungi, bacteria, or other biological growth on any surface; proper maintenance will avoid these potential issues
- 6-H Heat damage from grills, heaters, foil sheathing, fire pits, or similar heat sources.
- 6-I Acid rain or environmental pollution.
- 6-J Shingle lift where the shingle is no more than 3/32 inch above the underlying surface.
- 6-K Impact damage from external objects, such as baseballs or golf balls; or any cause other than manufacturing defect or material flaw attributable to the Crown PVC products

## **CLAIMS PROCESS**

To qualify for any remedy under this Guarantee, the Eligible Claimant must meet all of these requirements (the "Claims Process"):

A- All claims must be submitted in writing to the Crown Composite via the contact information provided on its website.

B- Claims must be filed within 30 days after the Coverage Term expires, within 30 days of discovering or should have discovered the alleged defect, and before any permanent repair or removal of the Product begins.

C- The written claim must specify the location and nature of the defect in enough detail for Crown PVC Products to evaluate. Clear photographs of the defect areas must be included.

D- The Claimant must provide satisfactory documentation, at Crown PVC Products reasonable discretion, verifying their Eligible Claimant status and confirming that registration is complete.

E- Before any permanent repairs are carried out, the Claimant must allow Crown PVC Products and its representatives access to inspect, photograph, and collect samples of the Product.

F- The Claimant must sign and return any requested documents, which may include a conditional release of claims relating to Crown PVC Products' fulfillment of its obligations.

G- Crown PVC Products is not responsible for any expense due to repair, reinstallation, or corrective work unless it is approved in writing after receiving binding cost estimates.

Crown PVC Products has exclusive control over the form of any remedy offered under this Guarantee. This could be a monetary payout, a product credit, or a mix of both. The value of any material reimbursement will be prorated according to the original purchase price.

## **FACTORY FINISH COVERAGE**

All Products ship with an industrial, solar-reflective factory finish. Under the Factory Finish Guarantee, Crown PVC products warrants that the Products (A) will be free from material or manufacturing defects that directly cause the finish to chip, crack, peel, or flake; and (B) will fall within the paint supplier's accepted tolerances for color variation, recognizing that the brushing and sanding process naturally produces variation in tone and shading across individual shingles, trim boards, shiplap and board and batten materials.

The following limitations apply to finish coverage:

(A) Color fade or similar changes resulting from normal weathering or differential sun exposure are not covered.

(B) The factory finish is air dry for handling and installation purposes; it will fully cure after 30-45 days. Damage caused by mishandling during this period -- such as dragging, dropping, or improper storage -- is not covered.

(C) To make a color-variance claim, the Eligible Claimant or contractor must inspect the Product for color match prior to installation. If a significant color discrepancy exists, a claim must be filed and a response received from Crown PVC Products before the Product is installed. Color variance claims submitted after installation will not be accepted.

(D) Crown PVC Products are intentionally manufactured with a process that creates natural variation in color and shading from piece to piece, producing a layered, quilt-like visual effect. This inherent variation must be considered when assessing any color-match claim.

(E) All applicable limitations listed under "Guarantee Conditions" above also apply.

When furnishing replacement Products or fulfilling supplemental orders to complete a project, Crown PVC Products will make reasonable efforts to match the existing finish color but cannot guarantee an identical match, as production batches may vary.

## **AVAILABLE REMEDY**

If any Product is found to be in breach of this Guarantee during the Coverage Term and the Eligible Claimant has followed the Claims Process, Crown PVC products will: -->

(1) for Products not yet installed -- at Crown PVC products sole option, either supply replacement material for the non-conforming portion or refund the original purchase price for that portion; or (2) for Products already installed -- supply replacement material in a quantity corresponding to the nonconforming portion. In either case, reimbursement is based on the original retail purchase price and is subject to the proration schedule, such that no payment is owed after year 50 for Residential (year 25 for Commercial). Crown PVC products bears no responsibility for labor costs of any kind (including inspection, removal, or reinstallation), freight, shipping, taxes, or similar charges (the "Non-Covered Costs").

The remedy outlined above is the only and exclusive relief accessible to an eligible claimant for any defective or non-conforming product

## **CLAIM RESOLUTION**

Acceptance of any refund or replacement material from Crown PVC Products under this Guarantee constitutes full and final resolution of all claims by the Eligible Claimant arising from the relevant defect. Such resolution does not extend, reset, or suspend the Coverage Term, and any replacement Products will remain subject to the same Coverage Term as the original purchase.

## **PRODUCT CHANGES AND DISCONTINUATION**

Crown PVC Products reserves the right to modify or stop producing any Product at any time without prior notice and is not responsible for any resulting issues. If replacement Products are provided under this Guarantee, Crown PVC Products may substitute the current equivalent (as determined solely by Crown PVC Products for the original product version.

Products and installation methods are continually being improved. Changes to components like adhesives, fasteners, or accessories should not be seen as an indication of a problem or product failure. Crown PVC Products is not responsible for third-party finishes, paints, or coatings applied to defective Products that are no longer available at the time a claim is made.