

J SONIC SERVICES INC
Vinyl Railings WARRANTY

J. Sonic Services Inc. warrants to the original residential purchaser (“Purchaser”, “you” or “your”) that, for a limited lifetime warranty from the date of the original purchaser takes possession of the product, under normal residential use and service conditions, vinyl railings and posts shall be free from material defects in workmanship and materials, and shall not split, splinter, rot, or suffer structural damage resulting from termites or fungal decay. For the purposes of this warranty, a “residential purchaser” refers to an individual residential homeowner.

If a defect occurs within the warranty period, Purchaser shall notify J. Sonic Services Inc. in writing and, upon confirmation by an authorized J. Sonic Services Inc. representative of the defect, J. Sonic Services Inc.’s sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by purchaser for such defective item (not including the cost of its initial installation). TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, THIS WARRANTY SHALL NOT COVER AND J. SONIC SERVICES INC. SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE J. SONIC SERVICES INC. PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

For questions regarding the warranty, the original residential purchaser must contact our Customer Service Department at 1-833-540-2118 or via e-mail at info@jsonic.ca. ORIGINAL PROOF OF PURCHASE MUST ACCOMPANY ALL WARRANTY CLAIMS. The original residential purchaser will be notified by J. Sonic Services Inc. as to whether the warranty claim is approved or denied.

Replacement material will be provided that is as close as possible in color, design, and quality as the replaced material, but J. Sonic Services Inc. does not guarantee an exact match as colors and design may change. If a valid warranty claim hereunder is made during years eleven (11) through twenty-five (25) after the original purchaser takes possession of the product, recovery will be prorated. If J. Sonic Services Inc. is providing replacement materials, it may elect to replace the percentage listed below of rails or posts otherwise meeting the requirements for a claim, or if it is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of rails or posts otherwise meeting the requirements for a claim.

YEAR OF WARRANTY CLAIM	PERCENTAGE RECOVERY
11	80%
12	80%
13	80%
14	60%
15	60%
16	60%
17	40%
18	40%
19	20%
25	20%
25+	10%

J. Sonic Services Inc. does not warrant against and is not responsible for any condition attributable to: (1) improper installation of the products and/ or failure to abide by installation guidelines, including but not limited to improper gapping; (2) use of the products beyond normal and proper use, or in an application not recommended by J. Sonic Services Inc. guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the products are installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (5) improper handling, storage, abuse or neglect by purchaser, the transferee or third parties; or (6) ordinary wear and tear.

Conditions and Exclusions of This Warranty

THIS WARRANTY MUST BE REGISTERED WITHIN 30 DAYS OF INSTALLATION WITH J. SONIC SERVICES INC. THIS WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER AND IS NON-TRANSFERABLE. THE AMOUNT OF YOUR RESTITUTION WILL NOT INCLUDE LABOR TO REMOVE EXISTING COMPONENTS OR INSTALL THE REPLACEMENT COMPONENTS, SHIPPING CHARGES, SALES TAX OR ANY OTHER CHARGES, NOR IS J. SONIC SERVICES INC. REQUIRED TO PROVIDE SUCH LABOR OR SERVICE. THE MANUFACTURER RETAINS THE RIGHT TO DESIGNATE A REPRESENTATIVE TO INSPECT THE VINYL RAILING AND REMOVE SAMPLES FOR ANALYSIS. REMOVING THE VINYL RAILING PRIOR TO INSPECTION VOIDS THE WARRANTY. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. J. SONIC SERVICES INC. MAKES NO OTHER EXPRESS WARRANTIES AND DOES NOT AUTHORIZE ANY OTHER PERSON OR AGENT TO MAKE ANY OTHER EXPRESS WARRANTIES. J. SONIC SERVICES INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER LIABILITY OR OBLIGATION IN WARRANTY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THIS PRODUCT, IS LIMITED IN DURATION TO THE TWENTY (20) YEAR TERM OF THIS LIMITED WARRANTY. IN NO EVENT SHALL J. SONIC SERVICES INC. BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES ARISING OUT OF OR CONNECTED WITH THE PURCHASE OR USE OF THIS PRODUCT OR FOR ANY BREACH OF WARRANTY.

MAY HAVE OTHER RIGHTS THAT VARY FROM STATE/PROVINCE TO ANOTHER STATE/PROVINCE. THIS WARRANTY IS APPLICABLE ONLY TO VINYL RAILINGS INSTALLED WITHIN THE CONTINENTAL UNITED STATES AND CANADA.