



## HB&G Building Products Inc. Limited Product Warranties

**Your Home or Commercial space says a lot about you, our Best-in-the-Industry Warranty says a lot about us!**

HB&G Building Products Inc. warrants to the purchasers of our products to be free from defects in craftsmanship and materials as spelled out below:

### Our Limited Product Warranty Terms:

- Warranties are exclusive to the person(s) who own and reside in the home the product is installed.
- Warranties also apply to the Homeowner who purchases a newly constructed residence on which the Product is installed directly from the builder.
- Warranties are not transferable.
- These Warranties are only applicable in the United States and Canada.

### Our Warranty Claim Process:

- With photos and proof of purchase, claims are to be emailed to [warranty@hbgcompanies.com](mailto:warranty@hbgcompanies.com).
- If HB&G determines, at its sole discretion, that a product has a manufacturing defect, the repair or replacement of those materials will be the sole remedies.

### Limited Time Warranty Periods by Product:

| Products                                                                                                                                                                                        | Single Family Residential | Multi Family Commercial |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|
| <ul style="list-style-type: none"> <li>• PermaCast®Plus, PermaCast®Plus or PermaLite® SmartColumn® Columns, RoughSawn®.</li> <li>• Fiberglass Pergola &amp; Outdoor Living Products.</li> </ul> | Limited Lifetime          | 25 Years                |
| <ul style="list-style-type: none"> <li>• PermaWrap® &amp; PermaSnap™ Columns.</li> <li>• PermaPost®, PermaRailPlus® &amp; Balustrade/Railing/Ceilings.</li> </ul>                               | 25 Years                  | 10 Years                |
| <ul style="list-style-type: none"> <li>• Polyurethane Brackets/ Medallions.</li> </ul>                                                                                                          | 10 Years                  | 10 Years                |
| <ul style="list-style-type: none"> <li>• Mor-Shade® Canopy &amp; Sail.</li> </ul>                                                                                                               | 5 Years                   | 1 Year                  |
| <ul style="list-style-type: none"> <li>• Wood Columns.</li> </ul>                                                                                                                               | 1 Year                    | 1 Year                  |

### Our Limited Product Warranty Terms:

- Our products, when used under the conditions of normal use and are properly installed and maintained in conformance with all of HB&G installation instructions (see QR Code below) as well as all governing building codes.
- HB&G factory-finished products (Pergolas, PermaPost® and Railing) will be free of defects (will not peel, chip or crack) for a period of one year in normal use and are properly installed and maintained in conformance with HB&G installation instructions. This includes Normal weathering such as exposure to sunlight which may cause any finished surface to gradually fade, chalk or accumulate dirt, and/or other Acts of God.



HB&G installation instructions are on our website and are updated as needed, scan the QR code on the left to review the most current versions.

### Limitations and conditions not covered:

- Non factory-applied finishes are not covered under this warranty. For claims, original purchasers must look to the warranty of the paint or coating manufacturer for recourse.
- Defects in the foundation, wall or ceiling structure on which HB&G products are installed, which cause failure.
- Installation, delivery and labor costs are NOT covered under this warranty.
- HB&G does not warranty split columns sold direct or by distributors, builders, retailers, suppliers or anyone.



HB&G products are proudly made in Alabama.

Version: 112024A