

SUPREME NEWTECHWOOD Decking Limited Warranty
PRODUCT WARRANTY / 2-YEARS LABOUR WARRANTY
25-YEAR LIMITED RESIDENTIAL WARRANTY
10-YEAR LIMITED COMMERCIAL WARRANTY

PRODUCT WARRANTY

This warranty is given to the Purchaser, residential or commercial as the case may be, of Products. SUPREME NEWTECHWOOD warrants to Purchaser that, the term, under normal use means that the Products will not check, split, splinters, rot or suffer structural damage from termites or fungal decay when used in conjunction with an above ground application in a residential structure, under normal residential use and is installed and maintained according to manufacturer's guidelines.

In this Limited Warranty certain capitalized words have specific meanings:-

"SUPREME NEWTECHWOOD" refers to Supreme Lion Holding Pte Ltd, Singapore.

"Owner" refers to the owner of the real estate at the time the Products are installed on that real estate.

If you purchase a new residence and are the first person to occupy the residence, SUPREME NEWTECHWOOD will consider you to be the Owner if the Products are installed as part of the construction of that residence.

"Purchaser" refers to the original purchaser of the retail purchase of the Products.

"Residential Purchaser" refers to a single-family residential homeowner.

"Commercial Purchaser" refers to any Purchaser other than a single-family residential homeowner.

"Term" means period of twenty five (25) years (Residential) and ten (10) years (Commercial) from date of the original purchase, residential or commercial as the case may be.

Obtaining Warranty Coverage

If Purchaser discovers a defect in the Products during the Term, Purchaser must, within thirty (30) days from the discovery of the alleged defect but not later than the end of the Term, notify SUPREME NEWTECHWOOD in writing at the following address. Immediately upon discovering any possible defect in the Products, the Owner must immediately make temporary repairs at the Owner's expense to protect all property that could be affected. The Owner must allow SUPREME NEWTECHWOOD to enter the property into which the Products are installed to inspect the possibility of a defect in the Products.

SUPREME LION HOLDING PTE LTD
31 ADMIRALTY ROAD #01-01 STORHUB WOODLANDS,
SINGAPORE 739984
TEL: 65555522 FAX: 65555225
ATTN: SERVICE DEPARTMENT

Purchaser must include in this notification proof of purchase and a statement explaining the defect and date of the Product was installed. SUPREME NEWTECHWOOD may request additional information. After reviewing all information, SUPREME NEWTECHWOOD will make a determination regarding the validity of such claim. If SUPREME NEWTECHWOOD determines that Purchaser's claim is valid, SUPREME NEWTECHWOOD will, at its option, either replace the defective Products, rectify or settle in a satisfactory proposal to be mutually agreed by all parties for the defective Products.

25-year Stain Resistance Limited Warranty

The Products are also covered by a 2-Year Stain Resistance Limited Warranty. The Products are resistant to permanent staining from spills of food and beverage items include mustard, ketchup, bbq sauce, canola oil, tea, coffee, wine, fruit punch and sodas, so long as such substances are promptly removed from the Products in accordance with SUPREME NEWTECHWOOD written care and cleaning instructions for Products and are not rubbed into the Product and the spill has not also contacted another material causing a chemical reaction. SUPREME NEWTECHWOOD does not warranty the Products to be stain proof and does not warranty stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly and promptly cleaned as provided in SUPREME NEWTECHWOOD's written care and cleaning instructions or which have been rubbed into the Products. The Limited Warranty does not cover any staining or damage to the Products caused by abrasive compounds of acidic and basic pH, mold/mildew, tobacco smoking, including, but not limited to, cigarette burns, cigarette ash, cigar burns, cigar ash, paints or stains, solvents, metallic rust or other abnormal residential deck use items, and non-food and non-beverage substances, including, but not limited to, biocides, fungicides, insect repellent/insecticides, plant foods or bactericides, motor oil and suntan/sunscreen lotion.

Claims Regarding Stain Resistance

If the Owner is making a claim relating to the Limited Warranty on stain resistance, the Owner must do all the following:-

- 1) Attempt to clean the affected area of the Products by using the cleaning procedures described in SUPREME NEWTECHWOOD's written care and cleaning instructions promptly after the exposure of the food or beverage to the surface of the Products.
- 2) If, after completing step one (1) above, the affected area remains reasonably visible, then the Owner must have affected area of the Products cleaned by a professional deck cleaner at the Owner's expense within one (1) week of the exposure of the food or beverage to the surface of the Products.
- 3) If, after completing steps 1 and 2 above, the affected area still remains reasonably unsatisfactory, the Owner may make a claim under this Limited Warranty as provided herein, provided that such claim is made within thirty (30) days after the professional cleaning is completed.

2 years Labour Warranty

This warranty covers solely works done inclusive of installation by SUPREME NEWTECHWOOD but not for Purchasers who purchased materials only. This warranty does not cover Wear and Tear.

Exclusions from Warranty Coverage

SUPREME NEWTECHWOOD does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:-

- 1) Improper installation of SUPREME NEWTECHWOOD products and/or failure to abide by SUPREME NEWTECHWOOD's installation guidelines including but not limited to improper gapping.
- 2) Use of Products beyond normal use, or in an application not recommended by the SUPREME NEWTECHWOOD installation guidelines and local building codes.
- 3) Movement, distortion, collapse or setting of the ground or the supporting structure on which the Products are installed.
- 4) Any act of God (such as flooring, hurricane, earthquake, lightning etc) environmental condition (such as air pollution, mold, mildew etc) or staining from foreign substances (such as dirt, grease, oil, etc)
- 5) Variations or changes in colour or Products
- 6) Normal weatherings due to exposure to sunlight, weather and atmosphere which can cause coloured surfaces to, among other things, flake, chalk or accumulate dirt or stains.
- 7) Improper handling, storage, abuse or neglect of Products by Purchaser, the transferee or third parties.
- 8) Any fasteners not supplied by SUPREME NEWTECHWOOD
- 9) Ordinary wear and tear
- 10) Staining or discoloration due to foreign substances not covered in the "25 Year Stain Resistance Limited Warranty" including but not limited to, food or beverages not promptly and properly cleaned, rubbed in food stains, stains caused by interactions with another item, such as metal furniture, stains not covered under this Limited Warranty or chemicals found in cleaners not covered under this Limited Warranty.

Limitations: DISCLAIMER OF WARRANTIES

Limitation of remedies and exclusion of consequential and incidental damages liabilities are limited solely and exclusively to the obligations specifically undertaken herein, and under no circumstances will SUPREME NEWTECHWOOD liable or obligated for any incidental, consequential, indirect, special punitive, or any other damages of any kind whatsoever (including, but not limited to, lost profits, lost sales, loss of goodwill, use of money, use of goods, stoppage of work, or impairment of assets). Whether foreseeable or unforeseeable, arising out of breach or failure of express or implied warranty breach of contract, fraud, misrepresentation, negligence, strict liability in sort or otherwise, except and only to the extent this limitation is specifically precluded by Applicable Law of Mandatory Application. SUPREME NEWTECHWOOD's liability with respect to defective products shall in no event exceed the replacement of such Products.

SUPREME NEWTECHWOOD ULTRASHIELD DECKING WARRANTY

25-YEAR LIMITED RESIDENTIAL WARRANTY

10-YEAR LIMITED COMMERCIAL WARRANTY

25-YEAR STAIN LIMITED WARRANTY

YEAR OF CLAIM	RECOVERY
0-10	100%
11-13	80%
14-16	60%
17-19	40%
20-22	20%
23-25	10%