



New England Cedar Fence Limited Workmanship Warranty and Refund Policy

Limited Workmanship Warranty

New England Cedar Fence warrants to the original purchaser that its fence installation workmanship will be free from defects in installation for a period of three (3) years from the date of substantial completion, unless a different period is stated in the signed contract.

This limited warranty applies only to installation workmanship performed by New England Cedar Fence on residential projects under normal use and ordinary weather conditions. Warranty service is available only after the contract price and any approved change orders have been paid in full.

What Is Covered

This workmanship warranty covers the following conditions when caused by defective installation by New England Cedar Fence:

- Fence posts that lean, loosen, or fail because they were not properly installed.
- Fence sections that detach or become unstable because of defective workmanship.
- Gates that do not properly swing or latch because of installation error during the applicable warranty period.
- Hardware installation defects caused by improper fastening or placement during installation.

What Is Not Covered

This warranty does not cover any of the following:

- Natural characteristics of cedar or wood products, including checking, splitting, shrinkage, swelling, twisting, warping, color variation, knots, sap, mildew, weathering, or surface cracks.
- Damage caused by storms, wind, flooding, fire, lightning, falling trees, accidents, vandalism, pets, vehicles, or other outside forces.
- Frost heave, soil movement, drainage issues, erosion, settling, or other site conditions beyond the installer's control.
- Normal wear and tear, aging, fading, or changes in appearance over time.
- Any condition resulting from misuse, abuse, neglect, lack of maintenance, improper staining or sealing, alteration, relocation, or repair by anyone other than New England Cedar Fence.
- Material defects supplied by manufacturers, which may be covered only by any separate manufacturer warranty, if one exists.

Warranty Claim Procedure

The customer must notify New England Cedar Fence in writing within 10 days after discovering the claimed defect and must provide the property address, contract information, photos if available, and a brief description of the issue. New England Cedar Fence will be given a reasonable opportunity to inspect the condition before any repair work is performed by others.

If New England Cedar Fence determines that a covered workmanship defect exists, the company's obligation will be limited to repairing or replacing the affected portion of the installation, at its option. This warranty does not provide for cash reimbursement, consequential damages, incidental damages, loss of use, landscaping damage, or reimbursement for work performed by third parties unless approved in writing in advance.

Cancellation and Refund Policy

The customer may cancel the contract and request a refund within seven (7) calendar days after signing the contract, provided that no materials have been specially ordered, fabricated, delivered, scheduled for custom production, or installed, and provided that no site work, layout, permitting, or installation labor has begun.

After the 7-day period, all payments are non-refundable, except where cancellation or refund rights are required by law or where New England Cedar Fence agrees otherwise in writing.

If the customer cancels within the 7-day period after materials have been ordered, fabricated, delivered, or after labor, scheduling, layout, permit work, or installation preparation has begun, New England Cedar Fence may deduct those actual costs and commitments from any refund otherwise due.

Required Legal Cancellation Rights

Some sales may be subject to a separate 3-business-day cancellation right under federal law, including certain sales made at a customer's home or at a location other than the seller's normal place of business. In those situations, the legally required notice and refund process will control to the extent required by law.

For New Hampshire consumers, cancellation rights can depend on the type of contract and where the sale took place, and state guidance emphasizes that home improvement contracts should clearly explain how cancellation works and how any refund will be handled.

Additional Contract Terms

This warranty is non-transferable and applies only to the original purchaser at the original installation address unless New England Cedar Fence agrees otherwise in writing.