

WARRANTY COVERAGE +

VINYL FENCE CARE & MAINTENANCE



REGISTER YOUR FENCE

In order to register your purchase and warranty information, complete any one of the following three options by returning the information below within 30 days of purchase.

- 1 **Register online on our website –**
mountainwestvinyl.com.
- 2 **Email a scanned copy or photo of the warranty card –**
warranty@mountainwestvinyl.com
- 3 **Mail us a copy of the warranty card –**
495 N 1000 W, Suite 200, Logan, UT 84321

Date of Purchase: _____

Date of Installation: _____

Color & Style of Fence: _____

Installation Company Name: _____

Name of Property Owner: _____

Address of Installation: _____

Owner's Phone Number: _____

Signature of Property Owner: _____

VINYL FENCE CARE & MAINTENANCE

Vinyl fencing is designed to be low-maintenance, durable, and long-lasting. With minimal upkeep, your fence will maintain its beauty and strength for years to come. Follow these simple care tips to keep it looking its best:

- ▶ **Regular Cleaning** – Use a garden hose to rinse off dirt and dust. For tougher spots, a mixture of mild soap and water with a soft cloth or brush will do the trick. Avoid harsh chemicals or abrasive cleaners that could dull the surface.
- ▶ **Mold & Mildew Removal** – In damp environments, mold and mildew can occasionally develop. A solution of 1 part white vinegar to 3 parts water or a mild household cleaner can help remove stains. Rinse thoroughly after cleaning.
- ▶ **Protecting Your Fence** – While vinyl is built to withstand the elements, avoid placing heavy objects against it or using sharp tools nearby that could cause scratches. Keeping landscaping trimmed around the fence can also prevent staining and wear over time.
- ▶ **Seasonal Inspections** – Check your fence periodically for any loose posts or panels, especially after storms. Tighten or secure any sections as needed to ensure stability.

With these simple steps, your vinyl fence from **Mountain West Vinyl Products** will remain a strong and attractive addition to your property for years to come!

Disclaimer

Mountain West Vinyl Products provides these care and maintenance guidelines for informational purposes only. We do not endorse specific products or methods and acknowledge that alternative solutions may be equally effective. Mountain West Vinyl Products makes no warranties or guarantees regarding third-party cleaning products or techniques. The responsibility for maintaining, cleaning, and servicing installed fences rests solely with the property owner.

TRANSFERABLE LIMITED LIFETIME WARRANTY

WHO IS COVERED: Mountain West Vinyl Products (MWVP) warrants to the original purchaser that its vinyl fencing products ("Product") will be free from defects in material and manufacturing workmanship under normal and proper use.

- ▶ **Residential Use:** This limited lifetime warranty applies to single-family residential properties where the original purchaser resides in their primary residence.
- ▶ **Non-Residential & Commercial Use:** For all other applications, including but not limited to rental properties, commercial buildings, multi-family housing (apartments, condominiums, homeowners' associations), schools, religious organizations, government agencies, and crop rate-owned properties, this warranty is limited to **thirty (30) years** from the original date of purchase.

WHAT IS COVERED: MWVP warrants that its products will not peel, rot, blister, rust, flake, corrode, be consumed by insects, or suffer from abnormal discoloration or abnormal weathering when properly installed and used under normal conditions. If a product is found to be defective due to material or manufacturing workmanship, MWVP will, at its discretion, replace the defective product.

WHAT IS NOT COVERED (EXCLUSIONS): This limited warranty does not cover any damage, failure, or degradation of the product caused by: Acts of God – including but not limited to fire, wind, flood, hail, lightning, earthquakes, hurricanes, tornadoes, or other extreme weather events. Improper Installation – including failure of any structure upon which the product is installed, gate adjustments, or hardware failure. Misuse, Neglect, or Alteration – including but not limited to impact from foreign objects, vandalism, painting or coating the product, or improper storage. Heat Exposure – including distortion, warping, or melting due to exposure to excessive heat sources such as grills, space heaters, open flames, or reflective surfaces. Environmental Factors – including excessive pollution, mold, mildew, hard water stains, accumulation of dirt, or fertilizer exposure. Normal Weathering – including gradual fading, chalking, or discoloration within industry-accepted tolerances. Weathering is considered uniform if all sections of the fence exposed to the same conditions age consistently. Mixing MWVP products with vinyl products from other manufacturers will void this warranty.

TRANSFERABILITY: This warranty may be transferred once to a subsequent homeowner, provided that the transfer request is submitted in writing within thirty (30) days of the real property title transfer, the new owner registers the product with MWVP, the new owner retains a copy of the original proof of purchase, and a \$175 transfer fee is paid to MWVP to be included with the transfer request. Upon transfer, the remaining warranty period is converted to a 30-year limited warranty, effective from the original purchase date. Non-residential installations are not eligible for transfer.

PRODUCT REGISTRATION REQUIREMENT: To activate this warranty, the original purchaser must register the product within thirty (30) days of purchase by completing the online warranty registration form at www.mountainwestvinyl.com or by mailing a completed registration form to MWVP. Failure to register the product within this period will render this warranty void.

HOW TO FILE A CLAIM: To make a claim under this warranty, the original purchaser (or approved transferee) must submit a written claim to MWVP within thirty (30) days of discovering the defect, provide proof of purchase if the information cannot be matched within MWVP records, provide photographs and/or physical samples of the defective product for evaluation, Ship a sample of the disputed material to MWVP at the owner's expense for further evaluation. MWVP will not process claims without receiving the defective material. Allow MWVP a reasonable period to inspect the product in question. If the claim is approved, MWVP will provide a replacement product. If an exact replacement is unavailable, MWVP will offer a comparable product.

LIMITATIONS OF LIABILITY: MWVP's liability is limited to the replacement of defective material only – no refunds will be issued. If an exact replacement product is unavailable, MWVP will provide, at its sole discretion, a product of comparable quality and value. Labor costs, shipping fees, removal, disposal, and re-installation costs are not covered under this warranty. MWVP reserves the right to discontinue or modify its products and warranty terms without prior notice. Replacement material may not exactly match the original due to normal weathering. This warranty is governed by state laws, and certain exclusions or limitations may not apply in all states.

This warranty replaces all other oral or written warranties, liabilities, or obligations of Mountain West Vinyl Products (MWVP) related to its products. MWVP expressly disclaims and limits all implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, to the extent permitted by law. MWVP's liability under this warranty shall in no event exceed the total amount paid by the purchaser for the product. MWVP, at its sole discretion, may either replace the defective product or, if replacement is not possible, issue a refund up to the original purchase price. MWVP shall not be liable for any incidental, special, or consequential damages related to its products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply in certain cases.

For questions or help regarding a warranty claim or concern please call **435-274-4007** or email us at support@mountainwestvinyl.com