



Guofeng WPC WARRANTY

TERMS AND CONDITIONS APPLICABLE FOR FOREIGN MARKET

These products are to be installed and used in accordance with all safety and operating instructions. This warranty will not apply if the products are used in a manner otherwise than in accordance with the instructions.

I. Products covered by this warranty:

All Guofeng Wood-Plastic Composite Products

II. What the warranty covers:

Guofeng WPC warrants its products to be free from splitting, rotting and termite damage for a period of 10 years from the day that first consumer purchase from Anhui Guofeng Wood-Plastic Composite Co., Ltd. If the product suffer from termite damage or rotting or splitting during this period then Guofeng WPC agrees to replace any faulty boards. The costs of labor to install shall be at the expense of the customer.

III. What the warranty does not cover:

- 1) Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, negligence, fire, flood, lightning, or other acts of nature,
 - b. Any damage to the product due to shipment and discharging the goods from container or truck.
 - c. Use of other supplier's parts which not meet our specifications;
 - d. Normal wear and tear;
 - e. Slight color fading.
 - f. Any other cause which does not relate to a product defect.
Causes external reason to the product.
- 2) Damage caused to the product as a consequence of use of another manufacturer's product used in conjunction with the product.

IV. How to get Warranty Service:

If Guofeng products are damaged by own faults, which get Guofeng checking and confirmation, Anhui Guofeng Wood-Plastic Composite Co., Ltd will compensate goods according to TERM VI. All the free goods need to be delivered with the next order with Guofeng or with consumers' other Chinese supplier.

V. What the customers need to provide for claim.

The customer needs to provide

- 1) Sales contract,
- 2) Proforma Invoice,
- 3) Commercial invoice,
- 4) Copy of Packing List,
- 5) Copy of Bill of Lading,
- 6) It is the most important that the consumer needs to provide all photos, and relevant evidence.

VI. Considering every goods has his life, Guofeng guarantee the goods according to years

| From B/L date | Guarantee area |
|-----------------|----------------|
| 1-----2 years | 100% |
| 3-----4 years | 80% |
| 5---- 6 years | 60% |
| 7-----8 years | 40% |
| 9----10 years | 20% |
| Exceed 10 years | 0% |

VII. Important Notes:

Guofeng will refuse any malicious fraud and keep right to ask for counter-claim.