



LETTER OF WARRANTY BF-RAF-QC-002

Bill's Fence Company, Inc.

warranty@billsfence.net

6410 TP White Dr.

Cabot, AR 72023

From:

Customer/Owner:

Phone:

Email:

Location of Install:

Date of Installation:

Contract #:

Bill's Fence Company, Inc., as the fence contractor for the above referenced project, does hereby warrant that for a period of one year from the date of project completion, as indicated above, the work will remain free from all defects in workmanship and materials, except as noted below. This warranty is extended to the original owner, and is non-transferrable. No warranty will be applied to any fence projects, or portions of work, which are repairs or add-ons to existing fences, and do not involve complete new fence installations.

Bill's Fence Company, Inc. shall not be under any responsibility or liability whatsoever to perform repairs to the above referenced work/property caused wholly, or in part, by windstorm, tornado, hurricane, lightning, hail, rain, or any other weather event, or by reasons of negligence by any party other than Bill's Fence Company, Inc. Bill's Fence Company, Inc. does not warranty damage to fences caused by excessive irrigation, failure to keep fences free of excessive vegetation, soil contraction due to insufficient hydration or other causes, or faulty operation of hinges or other gate hardware due to lack of maintenance by the Owner.

Bill's Fence Company, Inc. uses only prime lumber materials but makes no warranty that wood products will not naturally warp or split over time. If you require repairs to a fence constructed with wood products, which are due to warping, splitting, or any other natural characteristic of wood, labor charges will apply. Although we generally purchase lumber materials from the same sources to ensure consistency, we do not guarantee consistency in coloration. Please see our



product Manufacturer Warranty on our website for more information or how to file a claim against the product.

If any person, firm, or corporation other than Bill's Fence Company, Inc., performs or attempts to perform any repairs, modifications or other changes to the completed work, then this warranty will become null and void.

Some fence materials, including ornamental steel and aluminum, and vinyl fence products, have a manufacturer's warranty which may apply for periods longer than that of the Bill's Fence Company, Inc. warranty. Gate operators and all access control devices have a manufacturer's warranty typically ranging from one to five (1-5) years and warranty information for these products will be supplied on an "as-requested" basis. In the event that a part is covered under warranty from the manufacturer, the Owner will be responsible for labor charges to Bill's Fence Company, Inc. to replace said part. If the part is not warrantied by the manufacturer, then the Owner will be responsible to Bill's Fence Company, Inc. for the cost of the part and labor charges to replace said part, even if Bill's Fence Company, Inc. is notified of the defect within the one (1) year Bill's Fence Company, Inc. warranty period. Failure to request warranty information at the time of contract does not absolve the Owner from the responsibility for any charges associated with replacement parts and/or labor.

It is understood and agreed that in the event of defects and the necessity of making repairs, the Owner will immediately notify Bill's Fence Company, Inc., in accordance with the below "Warranty Request Procedure", and shall give Bill's Fence Company, Inc. reasonable time in which to address and make said repairs.

Items specifically excluded from this warranty: _____

Customer/Owner Signature: _____

Date: _____

Warranty Request Procedure: Warranty requests must be received by Bill's Fence Company, Inc., in writing, either by sending an email to Warranty@billsfence.net, or by mail to Bill's Fence Company, Inc., Attn: Warranty Request. Requests must include **name of owner, address of installation, approximate date of installation, description AND photos of issue requested to be warrantied, and owner contact info including phone number**. Warranty requests not submitted in this manner may not be addressed.