
Superior Outdoor Products, Inc. Limited Lifetime Warranty

Superior Outdoor Products, Inc. ("Superior") warrants to the original homeowner/consumer that its vinyl products, when purchased, installed, and used in the continental United States and Canada, will be free from manufacturing defects under normal residential use and service, subject to the following terms and conditions:

Coverage

1. Lifetime Material Warranty

- If the vinyl product exhibits splitting, cracking, peeling, discoloration, rot, termite damage, or corrosion due to manufacturing defects, Superior will, at its sole discretion, either:
 - Replace the defective material, or
 - Refund the original purchase price of the material.
- Superior reserves the right to examine the product and require its return, freight prepaid, for evaluation before honoring any claim.

2. 5-Year Prorated Labor Warranty

- Superior will cover reasonable labor costs for replacing defective materials on a prorated basis for five years:
 - Year 1: 100%
 - Year 2: 80%
 - Year 3: 60%
 - Year 4: 40%
 - Year 5: 20%
 - After Year 5: No labor coverage.
- Superior may designate a contractor for replacement work.

Warranty Effective Date: February 21, 2025

Exclusions

Superior's warranty excludes the following:

1. Defects from failure to follow installation instructions or faulty installation.
2. Damage from misuse, lack of maintenance, fire, excessive heat, environmental pollutants, or acts of God.
3. Failure due to ground or structural movement/collapse.
4. Alterations with unapproved paints, chemicals, or substances.
5. Fading or weathering caused by unnatural or external factors, such as concentrated heat or light from reflective surfaces, or other non-environmental sources
6. Products purchased, installed, or used outside the U.S. or Canada.
7. Products not manufactured or fabricated by Superior.
8. Aesthetic variations, such as visible extrusion lines or minor surface scratches, particularly in darker-colored vinyl. These natural characteristics do not affect product performance and are not considered manufacturing defects.

Limited Color Warranty

1. **Lifetime Warranty** for White and Almond products (acceptable weathering tolerance: 1.5 Delta E).
2. **10-Year Warranty** for Black, Slate and Clay products (acceptable weathering tolerance: 3.0 Delta E).

Limitations

- This warranty is Superior's sole and exclusive obligation regarding its vinyl products.
- Any implied warranties, including but not limited to merchantability or fitness for a particular purpose, are expressly disclaimed.
- Superior shall not be liable for incidental or consequential damages, including labor, removal, reinstallation, or property damage, except as expressly provided above.

This warranty is subject to change without notice. For full terms, visit superioroutdoors.com

Warranty Effective Date: February 21, 2025



Registration and Certification of Installation

Certification Form (Submit [online](#) or mail within 30 days of installation):

- Vinyl Product Installed: _____ Color: _____
- Property Owner Name: _____ Phone: _____
- Address: _____ City: _____ State: _____
- Zip: _____ Email: _____
- Date Installed: _____ Signature: _____

Installer Information:

- Name: _____ Phone: _____ Date: _____
- Address: _____ City: _____ State: _____
- Zip: _____

Dealer Information:

- Name: _____ Phone: _____ Date: _____
- Address: _____ City: _____ State: _____
- Zip: _____

Claim Procedure

1. Claims must be submitted within 30 days of discovering the defect to:
 - **Email:** claims@superiorplastic.net
 - **Online:** [Claim Form](#)
 - **Mail:** Superior Outdoor Products, Inc., Customer Service, PO Box 185, New Holland, PA 17557
2. Claims require:
 - This warranty document.
 - The original material invoice.
3. Lifetime coverage ends upon sale of the property or death of the last original owner.

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