



## Advantage Fence Company Limited Workmanship Warranty

### Advantage Fence Company

Southern Vancouver Island, BC

(Owner: Coulton Coutre)

At **Advantage Fence Company**, we proudly stand behind every fence we install with what we believe is one of the strongest workmanship warranties available on Southern Vancouver Island. True quality has no shortcuts — and our **5-Year Limited Workmanship Warranty** reflects our commitment to exceptional craftsmanship and durability.

This warranty is **transferable** to a new homeowner (with proof of ownership transfer and no alterations to the fence), adding real value to your property.

### What This Warranty Covers

We warrant the **structural integrity** of the fence installation — specifically posts, rails, framing, carpentry, and attachment points — against failure due to **defects in workmanship or improper construction** for a full **5 years** from the date of project completion (as shown on your invoice).

If a covered defect occurs, we will repair or replace the affected components at no cost to you (labor and materials), subject to the terms below.

## Materials Warranty (Separate)

This workmanship warranty covers only our installation and construction. The fence **materials** themselves (e.g., cedar wood, vinyl, aluminum, chain link, ornamental metal) are often covered by the **original manufacturer's limited warranty**, which we assist you in registering. Manufacturer warranties often range from 10 years to lifetime (limited) depending on the product — contact us for details on your specific materials.

## Exclusions & Limitations

This warranty does **not** cover:

- Normal wear and tear, weathering, fading, natural material changes (e.g., minor warping, cracking, or shrinking in wood due to humidity/temperature cycles in our coastal climate).
- Damage from acts of God or environmental forces, including but not limited to:
  - High winds (gusts exceeding **100 km/h** / approx. 62 mph).
  - Earth movement, settling, shifting, frost heave, soil erosion, or ground instability.
  - Flooding, earthquakes, lightning, hail, fire, or other natural disasters.
- Damage caused by misuse, neglect, abuse, alterations, additions, or modifications to the fence (including attaching heavy items, improper gate use, or failure to maintain/latch gates properly).
- Impact from vehicles, animals, foreign objects, vandalism, or intentional/negligent acts.
- Failure due to pre-existing site conditions not disclosed before installation (e.g., unstable soil, poor drainage).
- Gates not properly latched/closed leading to wind-related issues.

- Cosmetic issues that do not affect structural integrity.
- Any fence where full payment was not received, or if the original owner transfers without notifying us.

This is a **limited warranty** and applies only to the original installation by Advantage Fence Company on residential/commercial properties in good standing. It is non-prorated and valid only under normal use.

## **Better Warranty Guarantee**

We are committed to being **industry-leading** in customer protection. If you find a written warranty from another reputable Southern Vancouver Island fencing contractor that offers longer or more comprehensive **workmanship** coverage (same or similar terms, excluding manufacturer material warranties), provide us with a copy — and we'll match or exceed it on your project (subject to verification and our final approval).

## **How to Make a Claim**

1. Contact us promptly (within 30 days of discovering the issue) via phone, email, or our website.
2. Download and fill out our warranty claim form available in the warranties tab on our website ([www.advantagefencecompany.ca](http://www.advantagefencecompany.ca))
3. We will inspect the fence at our earliest convenience (typically within 5 business days).
4. If covered, repairs/replacements will be scheduled at no cost to you.

This warranty gives you specific legal rights, and you may have other rights under applicable BC consumer protection laws. Some exclusions may not apply in certain cases.

For questions, registration, or to discuss your project, contact us directly.

**Why settle for less?** We build fences to last — and back them accordingly.