



2755 Faith Industrial Drive | Buford, GA 30518

855.238.5695 toll free | 678.765.7686 main | 678.765.0601 fax | www.southeasternunderdeck.com | seud@southeasternunderdeck.com

LIMITED LIFETIME WARRANTY

Our mission is to provide customers with the best quality underdeck system available.

WHAT OUR WARRANTY COVERS

Southeastern Underdeck Systems, LLC (SEUD) warrants the product against defects in materials as follows.

THE POWER COMPONENTS (power supply, receiver, and electronic controls) are warranted for five (5) years from the date of installation. This excludes batteries.

All electric components are warranted subject to the wire connections being protected and to the electric controls being maintained in accordance with instructions and the relevant codes.

THE HAVEN UNDERDECK SYSTEM is warranted for the lifetime of the system against manufacturing defects. This limited lifetime warranty applies to manufacturing defects in the components for residential and commercial applications. All paint on our material is warranted by supplier for 20 years. Corrosion resistance is dependent on the use of proper wood preservatives in pressure treated lumber.

SEUD also warrants their underdeck system will be free from defects in workmanship.

WHAT OUR WARRANTY DOES NOT COVER

Conditions, malfunctions or damage resulting from other than defects in material or workmanship specific to the underdeck.

Conditions, malfunctions or damage resulting from normal wear and tear, improper maintenance, misuse, abuse, negligence, accident or alteration. Accessories, connected materials and products, or related products not installed or supplied by Southeastern Underdeck Systems, LLC

Unless otherwise implicitly stated the warranty will not cover structural changes and or alterations made to the original installation performed by anyone other than SEUD or any features on the deck which prohibit the maintenance of the system, prevent, impede insertion, or reduce function of flashing material. The paint on our material is warranted by our supplier for 20 years. Corrosion resistance is dependent on the use of proper wood preservatives in pressure treated lumber.

DECK AND WOOD SUPPORT COMPONENTS WOOD SPLITTING, CRACKING, SWELLING OR CHANGING IN CONDITION OVER TIME are not warranted due to natural elements.

SUPPLEMENTARY CONDITIONS NOT WARRANTED: ABSENCE OF OR MISSING FLASHING, INADEQUATE OR MISSING LEDGER BOARD FLASHING, POROUS MASONRY WALLS, WATER WHICH HAS PENETRATED THE STRUCTURAL WALL ABOVE THE DECK, NORMAL WEATHERING, CHALKING, FADING, CORROSIVE ATMOSPHERE CONTAMINATED WITH CHEMICAL FUMES, PET WASTE, SALT, LEAKS DUE TO ABNORMALLY HEAVY RAINS, CONDENSATION ACCUMULATION, FAILURE TO MONITOR OR MAINTAIN GUTTER/ DOWNSPOUT/ PANEL DEBRIS ACCUMULATION AND TIMELY REMOVAL OF SUCH DEBRIS, ABUSE OR MISUSE, ANY ACT OF GOD

This warranty is in lieu of all other expressed and implied warranties of merchantability and fitness for a particular purpose and is limited to the duration of the previously stated time. SEUD shall not be liable for any incidental, consequential, or special damages of any form. This includes damage to the interior or exterior of any building or replacement not authorized in writing or performed by Southeastern Underdeck Systems, LLC

CLAIM PROCEDURE

Any claim under this warranty must be in writing and sent via mail/email/fax to:
SOUTHEASTEN UNDERDECK 2755 Faith Industrial Drive Buford, GA 30518
seud@southeasternunderdeck.com | Fax #: 678.765.0601

SEUD must have a reasonable opportunity to inspect the claim, do not begin any repairs prior to said inspection or the terms of the warranty could be voided.

Based on the warranty period for the defective part as defined above, you will be asked for specific information and photographs of the area will be required. We will use this information to pre-diagnose and develop possible cause and solutions. Upon review of details, SEUD will attempt to determine if the warranty applies to your claim. Should SEUD need to conduct a site visit more than one year after install, you will be subject to a Warranty Assessment Fee. If it is determined the occurrence is covered by the warranty the situation will be resolved at no cost to the homeowner, fee assessed will be refunded. If the claim is unrelated to a covered warranty item, fee will be applied to charges incurred for repair work or cleaning. Any required cleaning or repair will be quoted separately and cleared with homeowner before performed. If you choose not to repair or clean the system per recommendation, the fee becomes non-refundable for visit.