

Victory Fence Co. – 1 year Craftsman warranty

We offer a one-year limited Craftsman warranty to all of our residential customers.

Note: If you do not pay your invoice within 30 days of the due date your warranty is void. There are no exceptions to this.

What is covered:

- **Improper installation (under normal use)**
 - Gate sagging from normal use
 - Loose posts resulting from normal conditions
 - Posts leaning or improperly racked
 - Loose boards
- **Gate Hardware** – Breaking under normal use
- **Excessive Cracking of Pickets** – We use western red cedar that will develop “checking” as it dries. This is normal and does not affect the integrity of the fence. If this happens on pickets in multiple places that are very visible, we will replace the pickets within reason.

What isn't covered:

- **Cracking of Wood Posts and Rails** – We use western red cedar that will develop “checking” as it dries. This is normal and does not affect the integrity of the fence. It is common for the majority of the posts to develop checking on at least one of the sides. If this happens before the posts are installed we try to face them towards the fence section to make the check less visible. We generally do not replace checked posts or stringers.
- **Frost Issues** – There are areas that are saturated with water that have an increased chance of post upheaval. It is your responsibility to inform us of those areas. We are there for a small amount of time during the estimate and the chance of us knowing the history of ground water in your yard is very unlikely. If we are informed about the wet ground we have several options for you from sonotubes, or deeper footings, tamping, etc. that will reduce the chances of you having frost problems.
- **Frozen Latches** – We live in the Midwest and have snow and ice in the winter. It is your responsibility to lubricate your gate latch in the winter to keep it from freezing.
- **Broken Gate Hardware** – If a gate is left open and the wind snaps or bends the hinges, that is considered improper use of a gate and it will not be covered under warranty. The hinges are meant to allow the gate to open and close under controlled conditions only.
- **Shrinking of pickets** – These are wood pickets that are rough sawn and are out in the Minnesota harsh weather. Please don't expect your fence to be as precise as the

finished carpentry in your house that doesn't experience the swelling and shrinking due to moisture and temperature swings.

- **Leaning Posts –**

- If at any point there was anything that was attached to the fence (a plant, hose holder, etc.) that added weight to one side of the fence and caused the posts to lead, this is not covered.

- **Sagging Gate –**

- If the gate is sagging due to excess weight being applied to the gate it is not covered. Examples of this would be any objects hung on the gate such as plants or decorations and kids playing on the gate.

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