

## TwinLine Series — Fluted Composite Fence Board

Warranty valid from June 17, 2026.

### 1. General

This warranty is given by Last Elegance, of Jianhong Road, Deyang City, Sichuan Province, China. Telephone: +86 185 8106 9922. Email: [xuan@lastelegance.com](mailto:xuan@lastelegance.com). Website: [www.lastelegance.com/en](http://www.lastelegance.com/en) ('Our', 'We' or 'Last Elegance').

Last Elegance is the manufacturer of TwinLine, a range of wood-plastic composite fence panels, as specified at [www.lastelegance.com/en](http://www.lastelegance.com/en) ('the Products'), supplied to its customers ('you' or 'your') and purchased through Last Elegance or its authorized retailers and distributors. This warranty applies only to the Products; all other Last Elegance products are excluded from this warranty.

### 2. Limited Warranty; Disclaimers and State-Law Rights

This is a Limited Warranty, and it is the only express warranty Last Elegance makes for the Products. The benefits given to you by this warranty are in addition to any other rights and remedies you may have under applicable State or federal law.

**TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIOD STATED IN THIS WARRANTY.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**TO THE EXTENT PERMITTED BY LAW, LAST ELEGANCE WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO THE PRODUCTS OR THIS WARRANTY.** Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

### 3. Definitions

**"Residential Application"** means installation in detached one- and two-family dwellings and townhouses regulated under the International Residential Code (IRC).

**"Commercial Application"** means installation in buildings regulated under the International Building Code (IBC), or any installation that does not fall within the definition of Residential Application.

**"Structural Defect"** means rot, fungal decay, structural failure or loss of structural integrity under the rated load, or damage caused by termite or other insect attack, in each case arising under normal use and maintenance and not otherwise excluded under this warranty.

**"Surface Fade"** means a change in surface color, measured in accordance with ASTM D2244 and excluding the initial weathering that occurs within the first ninety (90) days after installation, that exceeds the color-variation range stated in the Last Elegance Technical Data Sheet for the relevant Product (a color difference, or Delta E, beyond the published threshold for that color).

**"Installation Guide" and "Technical Data Sheet"** mean the then current versions of those documents published by Last Elegance at [www.lastelegance.com/en/resources](http://www.lastelegance.com/en/resources) (or such other location advised by Last Elegance) at the date of purchase of the relevant Products.

### 4. Warranty against defects

Provided each of the following conditions has been met:

- the Products have been stored, handled, installed and maintained in accordance with the then current version of the Last Elegance Installation Guide and maintenance instructions at the date of purchase of the relevant Products (or as subsequently notified by Last Elegance), available at [www.lastelegance.com/en/resources](http://www.lastelegance.com/en/resources) or such other location advised by Last Elegance, including installation using fasteners and accessories that are compatible with the Products and applied in accordance with the Installation Guide;

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- the activity parameters do not exceed the load or support-spacing thresholds set out in the Last Elegance Technical Data Sheet for the relevant Product at the date of purchase (including, without limitation, the maximum post spacing for the fence panels); and
- the purchase of the Products from the original place of purchase ('the Seller') is evidenced by your receipt or other 'proof of purchase' as reasonably determined by Last Elegance,

you will be entitled to claim against this warranty in the event the Products are defective by reason of a Structural Defect or Surface Fade, subject to, and to the extent of, the conditions set out in this warranty, including the Extent of Our Liability, the applicable Warranty Periods (which differ for Structural Defect and Surface Fade) and the Exclusions.

**Custom-made Products.** Custom colors, surface textures, profiles, shapes and dimensions that are produced by Last Elegance to your specification and ordered through Last Elegance are covered by this warranty on the same terms as standard Products. However, this warranty does not cover, and Last Elegance is not responsible for, any defect or damage caused by any color, finish, coating, texture or modification applied to the Products after manufacture by any person other than Last Elegance.

Last Elegance reserves the right to inspect the premises where the Products have been installed as part of any warranty claim investigation, and to inspect and conduct tests of the Products that are the subject of a claim at any time after a claim is made, in order to determine whether the Products are defective and whether the conditions in this warranty have been met.

## Warranty Period

Each Warranty Period commences on the date of purchase of each Product, as evidenced by the receipt or other proof of purchase from the Seller showing the date of purchase. This warranty provides two separate Warranty Periods — one for Structural Defect and a shorter one for Surface Fade — which expire as follows:

| Coverage                          | Residential Application        | Commercial Application        |
|-----------------------------------|--------------------------------|-------------------------------|
| <b>Structural Defect Warranty</b> | 15 years from date of purchase | 7 years from date of purchase |
| <b>Surface Fade Warranty</b>      | 11 years from date of purchase | 5 years from date of purchase |

*A Structural Defect claim must be made within the Structural Defect Warranty Period, and a Surface Fade claim must be made within the Surface Fade Warranty Period. Subject to the Exclusions, the maximum reimbursement for any valid claim is determined by the Year of Claim in accordance with Table A below.*

## Extent of Our Liability

Where Last Elegance has determined that you have a valid claim under this warranty, it will, in its sole and absolute discretion, offer you one of the following:

- 1 repair of the defective Products; or
- 2 replacement of the defective Products with the same or equivalent Products; or
- 3 reimbursement of the original purchase price of the defective Products, subject to the maximum liability set out in Table A below.

Table A sets out the maximum reimbursement amount (as a percentage of the original purchase price of the defective Product) for any claim or number of claims in relation to the defective Products under this warranty. The "Year of Claim" is calculated from the date of purchase of the applicable defective Product. "N/A" indicates that the Commercial Warranty Period has expired and no reimbursement is available for a Commercial Application.

| Year of Claim | Residential Application | Commercial Application |
|---------------|-------------------------|------------------------|
| 0–3           | 100%                    | 100%                   |
| 4             | 100%                    | 80%                    |
| 5             | 100%                    | 60%                    |
| 6             | 100%                    | 40%                    |
| 7             | 100%                    | 10%                    |

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| Year of Claim | Residential Application | Commercial Application |
|---------------|-------------------------|------------------------|
| 8–9           | 80%                     | N/A                    |
| 10–11         | 60%                     | N/A                    |
| 12–13         | 40%                     | N/A                    |
| 14            | 20%                     | N/A                    |
| 15            | 10%                     | N/A                    |

Where Last Elegance provides repaired or replacement Products under this warranty, those Products will only be covered by this warranty for the remainder of the original Warranty Period applying to the original defective Products.

## 5. Exclusions

This warranty does not cover, and shall be deemed void, in the following circumstances:

- 5.1 where the Products are damaged, including accidental damage, due to cause(s) beyond the reasonable control of Last Elegance;
- 5.2 Products not stored, handled, installed or maintained in accordance with the then current Last Elegance Installation Guide and maintenance instructions at the date of purchase (or as subsequently notified by Last Elegance); this includes any defect or damage caused by improper installation or by the use of incompatible fasteners, accessories or attachment mechanisms;
- 5.3 damage or failure resulting from the ground, or the supporting structures or sub-frame upon which the Products are installed, moving, distorting, collapsing or settling;
- 5.4 damage or failure resulting from severe weather or natural phenomena such as fire, wildfire, hurricanes, severe storms, lightning, tornado, hail, earthquake, flood or other natural disasters. The Products are not fire-rated for wildfire-prone areas and are not warranted against fire or heat;
- 5.5 Products exposed to incompatible substances, including compounds of acidic or basic pH, paints, stains and building products, solvents, metallic rust, fuel, motor oil and mechanical grease, herbicides, fungicides and insecticides, fertilizer and plant food, corrosive materials, fire retardants or chemical treatments;
- 5.6 damage or failure caused by condensation, poor ventilation or contact with moisture-retaining substances;
- 5.7 damage or failure caused by heat, including direct or indirect exposure to high temperatures (for example fire pits, boiling oils or fats, or barbecue coals);
- 5.8 damage, failure or punctures to the surface of the Products due to neglect, misuse or abuse, including but not limited to storing, dropping, dragging or pushing heavy or sharp objects across the Products;
- 5.9 damage or failure caused after delivery of the Products to the Seller;
- 5.10 fair wear and tear, including scratching, scuffing and natural weathering;
- 5.11 variations in material finish or shading arising from the natural characteristics of wood-plastic composite Products, and slight differences between production batches. Over time the color or appearance of the Products may change. All stated dimensions are nominal only and minor variations may occur through standard manufacturing. Such variations do not constitute a defect and do not affect the performance of the Products;
- 5.12 Products used for uncommon or unintended purposes, as reasonably determined by Last Elegance;
- 5.13 Products which have been illegally installed or installed without appropriate permits and approvals;
- 5.14 Products sold, reused or repurposed as seconds, irregulars or short lengths;
- 5.15 damage or failure occurring for a reason or reasons disclosed to you (in writing or otherwise) prior to your purchase of the Products;
- 5.16 refurbished, reused, repurposed or ex-display Products; and
- 5.17 your change of mind.

*NOTE: this warranty does not cover any defect or damage caused by the application of additional surface finishes (including paints, stains or other coating materials) after manufacture, or by the use of incompatible or improperly installed fixtures, fittings, fasteners or accessories (for example generic clips, screws, handrails, screens or planter boxes), or by items that penetrate the surface of the Products.*

## 6. Transfer of Warranty

This warranty may be transferred on one occasion only — for example, from a builder or contractor to the first owner or occupant of the property where the Products are installed — provided the transfer occurs within the first five (5) years of the date on which the Products were originally purchased, as evidenced by the original receipt. The transferred warranty covers only the remainder of the original Warranty Period.

## 7. Warranty Claim Procedure

To make a claim under this warranty, you, or any person to whom the warranty has been transferred ('the Claimant'), must provide written notification to the original place of purchase (the Seller) or to Last Elegance, by email to [xuan@lastelegance.com](mailto:xuan@lastelegance.com) or via the contact form at [www.lastelegance.com/en](http://www.lastelegance.com/en), within thirty (30) days of the alleged defect first becoming apparent ('Warranty Claim') and within the applicable Warranty Period.

We will contact you as soon as possible after receipt of your Warranty Claim (we estimate within 10 business days, subject to how long it takes for the Seller to notify Last Elegance of the Warranty Claim) about next steps.

In order for a Warranty Claim to be valid, it must include the following details:

- the current location of the Products;
- whether the Products were used for a Residential Application or a Commercial Application;
- a clear description of the claimed defect and when it was first noticed;
- photographs of the claimed defect;
- the receipt or other proof of purchase from the Seller showing the date of purchase;
- contact details for the Claimant; and
- the Claimant's preferred outcome of the Warranty Claim.

Following investigation of the Warranty Claim by Last Elegance, the Claimant will be advised in writing of the outcome and of any proposed remedy to be offered by Last Elegance. The Claimant is responsible for their own expenses in relation to making a Warranty Claim.