

Living Product Stewardship

The Collaborative Warranty

Limited Warranty & Stewardship Program

Expert guidance for the life of your structure.

Unlike synthetic materials that may last forever in a landfill, the lifespan of a wood product outdoors will vary depending on its environment and care. With proper stewardship, wood endures for centuries. The oldest surviving wooden structures on earth are over a thousand years old.

The Collaborative Warranty is the mechanism through which we care for your structure together. It is not a promise that nothing will go wrong. It is a commitment that when something does, you will not be alone.

YOUR COVERAGE AT A GLANCE

	YOUR COVERAGE
Warranty Tier	Heritage
Base Warranty	1 Year
Extended Support (Years 2-10)	Photos Every 2 Years
Replacement Parts Discount	15% Off During Support Period
Activation	Installation Photos

Your warranty covers manufacturing defects at no cost for the first year. The extended support period continues through year ten with expert guidance and 15% preferred pricing on parts, maintained through biennial photo submissions. Financial liability terms are detailed in the full warranty document.

HOW TO ACTIVATE

- 1. Locate Your Order Number** — Found on your confirmation email and packing slip.
- 2. Visit the Activation Portal** — Go to trellisstructures.com/warranty/activate or scan the QR code below.
- 3. Submit Installation Photos** — Three photos: full front view, ground-level anchoring detail, and a wide shot showing surroundings and drainage.
- 4. Receive Expert Review** — Within two business days, a specialist reviews your installation. Your warranty activates upon approval with a personalized care guide.

trellisstructures.com/warranty/activate

[QR CODE]

Photo Submission & Media Release

All photos submitted through the stewardship program may be used by Trellis Structures for social media, marketing, and educational purposes. Please submit photos with this expectation in mind and do not include sensitive or private imagery you do not wish shared publicly. We will never publish geotag data or location information beyond the state level. If your installation is in a high-sensitivity area, contact us and we will waive the social media release for your account.

BASE WARRANTY: YEAR 1

During the first year, the following defects in materials and workmanship are covered at no cost:

Manufacturing Defects — Joints, joinery, or components that fail due to defective construction, including glue failure, improper milling, or fastener defects. Manufacturing defects identified within the first year are eligible for warranty resolution at no cost. Trellis Structures reserves the right to determine the most appropriate remedy, which may include repair or refinishing of the affected component in its installed position, fabrication and shipment of a replacement component, or full replacement where repair is not practical.

Hardware Failure — Failure of stainless steel hardware supplied by Trellis Structures under normal use and environmental exposure.

MATERIAL RECOVERY

Upon approval of any warranty claim involving replacement parts or products, title and ownership of the original replaced components transfers to Trellis Structures. The customer agrees to make all replaced materials available for recovery in their original form and shall not salvage, repurpose, sell, or otherwise dispose of replaced components. Trellis Structures will arrange and bear all costs of recovery including labor, disassembly if required, and shipping. Failure to surrender replaced materials upon request may result in denial of the pending claim and forfeiture of future warranty eligibility.

EXTENDED SUPPORT: YEARS 2 - 10

After the base warranty period, Trellis Structures continues to stand behind your product. To maintain access to extended support benefits, submit updated photos every two years. You have a ninety-day grace period after each scheduled submission before benefits pause. You receive:

15% Discount on Replacement Parts — If any component needs replacement due to wear, weather, or other non-warranty conditions, you receive a 15% discount on replacement parts for the life of the support period.

Expert Assessment — Our team will review photos, diagnose issues, and recommend the most effective and least costly approach to any repair or maintenance need.

Care Guidance — Personalized maintenance recommendations based on your product, installation environment, and regional climate.

Material Changes: If anything materially changes between submissions — landscaping, regrading, relocation, or nearby construction — submit new photos promptly so we can advise on any steps needed.

YOUR BENEFITS

Verified Installation Review — A specialist confirms your installation is set up for maximum longevity.

Personalized Care Guidance — Recommendations tailored to your product, site conditions, and regional climate.

Property Transfer — The warranty and support program transfer automatically to the new owner when you sell your home.

You Are Never Alone — Whether your issue is covered under warranty or not, you always have access to expert guidance and preferred pricing.

NATURAL CHARACTERISTICS OF WOOD

Wood is a natural material with inherent variation. The following are normal characteristics of outdoor wood products and are not defects or covered conditions:

Color Change — All wood species will weather and shift in color when exposed to sunlight and moisture. Untreated cedar will gradually silver to a gray patina. This does not affect structural performance.

Surface Checking — Small surface cracks may develop as wood expands and contracts with seasonal moisture changes. Surface checks are cosmetic and do not compromise structural integrity.

Natural Variation — Grain pattern, color tone, and knot distribution will vary between boards and products. No two structures will be identical. These variations are inherent to the material and are not grounds for a warranty claim.

Movement — Wood expands and contracts with changes in humidity and temperature. Minor dimensional changes, slight warping of individual components, and seasonal joint movement are normal behavior for an outdoor wood product.

WHAT IS NOT COVERED UNDER THE BASE WARRANTY

This warranty does not cover damage or deterioration resulting from: improper installation or modification after delivery; failure to follow provided installation guidelines; neglect of maintenance recommendations; contact with soil, standing water, or persistent moisture contrary to installation guidelines; application of paints, stains, sealants, or treatments not recommended by Trellis Structures; extreme weather events, falling objects, fire, or other acts of nature; insect damage not related to a material defect; normal wear and cosmetic aging as described above; or use in commercial, public, or non-residential applications unless specifically agreed in writing.

While the above conditions are not covered free of charge, your participation in the stewardship program gives you ongoing access to our team. We will help you identify the issue, recommend the most effective and least costly approach to addressing it, and where possible, source materials or components at preferred pricing. You are never without expert guidance, even for issues outside warranty coverage. During the extended support period, replacement parts for any condition are available at a 15% discount from standard pricing.

HOW WE RESOLVE ISSUES

During the base warranty period, Trellis Structures determines the appropriate resolution for each claim at its sole discretion, based on the nature of the issue and the condition of the structure.

During the extended support period, our role is advisory. We help you assess the issue, determine the best path, and provide replacement components at preferred pricing. This warranty does not cover labor costs for removal, reinstallation, or third-party service. All products are custom handcrafted to order, and warranty replacements must be scheduled within our existing production workflow.

AFTER YOUR SUPPORT PERIOD

When your ten-year support period concludes, the relationship does not have to end. By submitting an updated photo once per year through the stewardship portal, you retain priority access to our support team and may qualify for additional loyalty benefits.

GENERAL TERMS

Eligibility. This warranty applies to the original purchaser and transfers automatically with property ownership. Valid only for products used in their intended outdoor residential application and installed per provided guidelines.

Warranty and Support Periods. The base warranty covers year one at full financial liability. From year two, the extended support period continues through year ten with discretionary guidance and 15% preferred parts pricing, maintained through biennial photo submissions. You have ninety days after each scheduled submission before support benefits pause. Benefits resume upon the next completed submission. Financial liability is governed by the Limitation of Liability clause below.

Claims Process. To submit a claim, contact Trellis Structures through the warranty portal or by email. Include your order number, a description of the issue, and photographs. We will respond within five business days.

Limitation of Liability. During the first year from purchase, total liability shall not exceed the original purchase price including shipping. Beginning in year two, maximum liability declines by twenty-five percent per year, reaching zero in year five. From year five onward, the support program continues but all support, guidance, and remedies are provided at the sole discretion of Trellis Structures and carry no financial obligation. Trellis Structures is not liable for incidental, consequential, or indirect damages, including costs of removal, installation, landscaping, or property damage.

Sole Remedy. The remedies described in this warranty are your sole and exclusive remedies for any covered defect or condition. This warranty is provided in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, to the extent permitted by applicable law.

Acceptance of Terms. Submission of installation photos, stewardship photos, or any warranty claim constitutes acknowledgment and acceptance of the warranty terms in effect at the time of original purchase.

Warranting Entity and Survivability. This warranty is the sole obligation of The Patient Labyrinth Company, DBA Trellis Structures, a Massachusetts corporation. No officer, director, shareholder, or employee bears personal liability for any warranty obligation. In the event of sale, merger, or transfer of the business, Trellis Structures will make reasonable efforts to ensure warranty obligations are assumed by the successor entity, but cannot guarantee assumption by a third party. Upon dissolution or cessation of operations, all warranty obligations terminate.

Severability. If any provision of this warranty is found to be unenforceable, the remaining provisions shall continue in full effect.

Governing Law. This warranty is governed by the laws of the Commonwealth of Massachusetts.

Modification. Trellis Structures reserves the right to modify this warranty program. Modifications apply only to products purchased after the effective date of the change. Your terms are fixed at the time of purchase.

Questions? We are here to help.
trellisstructures.com/collections/contact
Handcrafted in New England since 1995