

Living Product Stewardship

The Collaborative Warranty

*Limited Warranty & Stewardship Program**Because longevity is a relationship, not a specification.*

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	Estate
Warranty (Years 1-2)	Manufacturing & Structural Defects
Declining Limited Warranty (Years 3-7)	Discretionary Repair & Replacement
Stewardship Program (Years 7-30)	Expert Guidance & Support
Replacement Parts Discount	20% Off
Photo Schedule	Yrs 5-15 Every 3 Yrs / Yrs 15-30 Every 2 Yrs
Activation	Installation Photos

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.

UNDERSTANDING YOUR COVERAGE

Your coverage operates in three phases, with financial liability declining over time as described in the General Terms.

Warranty (Years 1-2): Manufacturing defects, premature structural decay, and hardware failure are covered at no cost. This is the period of highest financial protection. Trellis Structures determines the appropriate remedy, which may include in-situ repair, component replacement, or full product replacement.

Declining Limited Warranty (Years 3-7): Trellis Structures may at its sole discretion provide repair or replacement components for covered conditions. Financial liability declines during this period as described under Limitation of Liability. Remedies during this phase are determined by the nature of the issue, the age and condition of the structure, and the customer's stewardship history.

Stewardship Program (Years 7-30): Financial warranty obligations have concluded. The stewardship program provides expert guidance, maintenance recommendations, and 20% preferred pricing on replacement parts. Trellis Structures may at its sole discretion offer additional support based on the nature of the issue and the customer's stewardship history. This phase carries no financial obligation.

STEWARDSHIP PHOTO SCHEDULE

Your stewardship relationship has an evolving cadence designed to match the changing needs of your structure.

Years 1-5 (Base Period): Your warranty is active from purchase. No additional photos are required, though you are welcome to submit them for expert feedback at any time.

Years 5-15 (Every 3 Years): Submit updated photos every three years to maintain extended coverage. Our team reviews for wear, moisture patterns, or environmental changes and sends personalized guidance.

Years 15-30 (Every 2 Years): As your structure ages, we increase the frequency to every two years to catch emerging issues when proactive maintenance matters most.

Material Changes: If anything materially changes between submissions — landscaping, regrading, relocation, or nearby construction — submit new photos promptly to keep your coverage current.

Grace Period: If a scheduled submission is missed, you have ninety days to submit before coverage pauses. Coverage resumes upon the next completed submission. Paused time does not extend the total coverage period. Base warranty coverage (years 1-2) remains in effect regardless.

YOUR BENEFITS

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

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

Proactive Issue Detection — We monitor trends across our installed base and reach out with preventive solutions.

20% Replacement Parts Discount — Replacement parts for any condition are available at a 20% discount from standard pricing.

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

You Are Never Alone — Traditional warranties leave you on your own until something breaks. Ours keeps someone paying attention for the life of the program.

WHAT THE WARRANTY COVERS

During the warranty period (years 1-2), this warranty covers defects in materials and workmanship that compromise structural integrity or intended function. During the declining limited warranty period (years 3-7), Trellis Structures may at its discretion provide repair or replacement for these same conditions:

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 two years 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.

Premature Structural Decay — Rot or decay of structurally sound wood that occurs despite reasonable maintenance and proper installation. Applies to load-bearing members, posts, and primary structural joints.

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.

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

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.

HOW WE RESOLVE ISSUES

Trellis Structures determines the appropriate resolution for each claim at its sole discretion, based on the nature of the issue, the age and condition of the structure, and the maintenance history documented through stewardship reviews.

During the warranty period (years 1–2), remedies may include repair, component replacement, partial replacement, or a credit toward a replacement product. During the declining limited warranty period (years 3–7), Trellis Structures may at its discretion provide repair or replacement components, subject to the applicable liability cap for the claim year. During the stewardship period (years 7–30), all support is discretionary and may include guidance, discounted materials, replacement parts, or other assistance at our sole determination.

This warranty does not cover labor costs for removal, reinstallation, or third-party service. All products are custom handcrafted to order, and warranty replacements are built within our existing production workflow. Because replacement items are not stocked inventory, we cannot guarantee a specific turnaround time. We will provide an estimated production schedule when a claim is approved.

AFTER YOUR COVERAGE PERIOD

When your thirty-year stewardship period concludes, the relationship does not have to end. By submitting an updated photo once per year, 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 Stewardship Periods. The warranty period covers years one and two from the date of purchase at full financial liability. The declining limited warranty period covers years three through seven with financial liability declining as described below. The stewardship period extends from year seven through year thirty and provides discretionary support with preferred parts pricing. All periods are maintained through the stewardship photo schedule described in this document.

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 two years from purchase, total liability shall not exceed the original purchase price including shipping. Beginning in year three, maximum liability declines by twenty percent per year, reaching zero in year seven. From year seven onward, the stewardship 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