

# WARRANTY REGISTRATION

Please read NOTE below before registering:

## CONFIDENTIAL INFORMATION:

PRODUCT \_\_\_\_\_ PURCHASE DATE \_\_\_\_\_

OPTIONS \_\_\_\_\_ COLOR \_\_\_\_\_

DEALER NAME & CITY \_\_\_\_\_

ASSEMBLER/INSTALLER (if other than dealer) \_\_\_\_\_

PURCHASER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_

STATE \_\_\_ ZIP \_\_\_\_\_ E-MAIL \_\_\_\_\_

## GENERAL ENVIRONMENT AT PRODUCT LOCATION:

WEATHER: DRY \_\_\_\_\_ AVERAGE \_\_\_\_\_ HUMID \_\_\_\_\_

SHADE: 0% \_\_\_\_\_ 25% \_\_\_\_\_ 50% \_\_\_\_\_ 75% \_\_\_\_\_ 100% \_\_\_\_\_

NOTE: Tannin and resins are chemicals found in all wood species, especially in redwood and cedar. Tannin provides color to the wood and resists dry rot and insects. Alkaline substances, when moisture is present in the air, will draw the tannin out causing black stains on the surface. Examples of alkaline substances are paint, fresh concrete and plaster, baking soda, some chemicals in the air, and out of balance spa water. These stains may be cleaned using oxalic acid, which is found in many wood cleaners.

We have provided every possible solution to eliminate these problems by drying our wood to it's lowest moisture content, and covering it with our multiple coat silicone finish so that you should not experience this difficulty. However, this involves a chemical reaction that is not under our influence or control and is not covered by the warranty.

**Thank you for registering your R&R Designs Product**

**Make a copy for your records.**

MAIL TO: R&R Designs -7022 San Carlos St. Paramount, CA 90723

**SPA GAZEBO & ACCESSORIES**  
&  
**\*\*Plastek wood finish**  
Factory Direct LIMITED WARRANTY

**\*\*** ***Plastek** is a water born silicone wood finish perfected by Chemists to 100% waterproof our products and provide a 90 UV Block. Our proprietary blend of Redwood stains along with our liquefied silicone sealer makes our **Plastek** wood finish virtually weather resistant and surpasses any known sealing finish for exterior wood on the market today. To show our confidence in this finish we back it up with a 5-year warranty.*

\*\*\*\*When filing a claim, you must furnish the dated bill of sale as evidence of the original date of purchase and **you must have registered** by mailing or by faxing a completed copy of the registration page.

**Product Limited Warranty:** Do not contact your dealer, distributor, or retailer; contact the manufacturer directly. This product is warranted to be free from defects in workmanship and materials for a period of 6 months subject to the conditions in paragraphs "A" and "B" below.

For the duration of the warranty period commencing from the date of original purchase from an authorized R&R Designs dealer, R&R Designs will at its discretion, either replace the product or a part of the product or, during the same warranty period, pay an authorized third party service provider to repair the product. This warranty does not cover freight to and from the customer, damage occurring in transportation, or damage caused by improper installation or willful abuse, or tannin and resin stains coming from inside the wood. Roofs are not warranted to be water tight.

**Plastek Wood Finish Limited Warranty:** Do not contact your dealer; call manufacturer directly. This finish is warranted to be free from required refinishing for a period of 5 years subject to the conditions set forth in paragraphs "A" and "B" below.

For the duration of the warranty period commencing from the date of original purchase from an authorized R&R Designs dealer, R&R Designs will, at its discretion, furnish supplies to refinish the product or a part of the product at no cost to the owner.

- A. The owner of this product shall provide R&R Designs with evidence to justify a warranty claim. Do not return the product without authorization in writing from R&R Designs. Evidence may consist of (but is not limited to) a color photograph mailed or e-mailed to R&R Designs. R&R Designs shall not be liable for any damage sustained in transit or incident to shipping. R&R Designs' dealers are not authorized to handle warranty claims.
- B. This warranty is limited to repairs or parts replacement necessitated by defective workmanship and/or materials within 6 months from the date of purchase or the failure of the finish to perform according to the above-mentioned warranty within 5 years from the date of purchase and does not include tannin stains. (See note next page concerning tannin.) This warranty is further limited to damage which, in the opinion of R&R Designs, has not been occasioned by accident, misuse, abuse, improper assembly or repair, shipment and handling after it leaves the possession of R&R Designs, or extreme weather conditions unusual to the owners geographical area such as hurricanes, floods, etc. This warranty does not cover tannin or resin stains or anything else on the surface that comes from inside the wood.

Phone: (562) 200-1193

Prices and specifications are subject to change without notice. Manufactured and warranted by  
R&R Designs 7022 San Carlos St. Paramount, CA 90723