



Before you choose the manufacturer of your log home or timber frame home, make certain of one final detail - its quality assurance programs. Only Timberhaven Log & Timber Homes offers the most 'Complete' Packages, backed by our written guarantee, plus the finest Lifetime Warranty available.

'COMPLETE' PACKAGE GUARANTEE

Timberhaven Log & Timber Homes guarantees that all building materials needed to construct your log home or timber frame home will be provided in the 'Complete' Packages with the exception of (1) electrical systems, (2) plumbing systems, (3) HVAC, (4) cabinets / countertops, (5) floor coverings / drywall if applicable, (6) masonry, (7) common fasteners, (8) gutters and downspouts. This guarantee applies to such items necessary to construct a basic structure and does not include items (1) specifically designated on your materials list as "not included" at your request or (2) closet shelving, appliances, plumbing / light fixtures, etc. You must utilize all materials provided in accordance with industry standards and in conformity with the final set of blueprints. Use of material for any other purpose other than shown specifically on blueprints, or in a wasteful manner, or not in accordance with industry standards, invalidates this guarantee.

TO BE ELIGIBLE: This guarantee applies only to the 'Complete' Packages. Any request for deletion of materials typically supplied in a Timberhaven log or timber home package, will null and void this guarantee. If you purchase the 'Complete' Package as specified above and you are short materials we will:

1. Review the material list **and** your signed shipping list to verify if (a) it was missed during the quoting process, or (b) it was quoted in insufficient quantities, or (c) it was shipped in insufficient quantities.
2. If it was missed (a or b) or shipped in sufficient quantities (c) we will provide the materials at absolutely no cost to you.
3. If it is determined from your shipping list that it was shipped in sufficient quantities, we may provide the materials (if you so desire) and invoice you for the extra materials and shipping.

LIFETIME WARRANTY

Timberhaven Log & Timber Homes extends to the original purchaser a LIFETIME WARRANTY on all wood components produced by Timberhaven to be free from manufacturing defects.

Under this warranty Timberhaven Log & Timber Homes will provide replacement material for the items deemed defective by Timberhaven. Timberhaven shall not be responsible for any maintenance or construction practices which do not comply with Timberhaven's specifications, blueprints or construction manual.

This warranty does not cover any defects resulting from improper maintenance or lack of rain gutters. The log materials must be treated with Timberhaven's recommended exterior preservative within 90 days of construction, or this warranty is void. Proper maintenance records are the responsibilities of the homeowner.

There are other items in the log home package or timber frame home package you purchased, such as windows, doors, gasket, hardware, sealants, caulk and the like, these items shall be covered by expressed warranties of specific manufacturers. No such items are manufactured by Timberhaven, and Timberhaven does not warrant any such item.

All claims covered under this warranty must be made in writing describing the exact nature of the defect.

TIMBERHAVEN LOG & TIMBER HOMES, LLC.

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