



DuxxBak Composite Decking is designed to provide long-lasting performance with minimal maintenance. Our **Lifetime Limited Warranty** applies to I.Dekk, I.Dekk HD, DuxxBak Dekk, Optima Dekk, Optima Dekk LT, and CommercialDekk.

What do we cover?

- ✓ **Manufacturing Defects**
- ✓ **Splintering, Splitting, and Delaminating**
- ✓ **Termite Damage**
- ✓ **Rot, Mildew, Fungal Decay, and Mold Damage**
- ✓ **Significant Color Fade**
- ✓ **One-Time Transfer Option**

Full warranty documentation can be found on our website.

However, the warranty does not cover defects caused by improper installation, misuse, modification, or failure to comply with installation and maintenance requirements.

To ensure a smooth warranty claim process, please follow this checklist and provide all required documentation.

- Homeowner information
 - First and last name, phone number and email
 - Mailing Address, city, state/province, zip code
 - Is the mailing address the same as the installation location? If No, please provide the full address (street, city, state/province, and zip code) where the material is installed.
- Person submitting the claim
 - First and last name, phone, email
 - Please indicate if you are a... (homeowner, contractor, dealer, distributor, other)
- Purchase information
 - Dealer/retailer name, city, state
 - Proof of purchase (only 1 required)
 - Product ID, found on the side of each board
 - Receipt from dealer or retailer; or
 - Contractor invoice showing DuxxBak product listed
 - Product(s) purchased, specify color
 - Product installed by (retailer, customer (self), Contractor, unknown, not yet installed)
 - Date of installation
- Description of the concern
- Photos of the deck:
 - Provide **2-3 photos** from the top of the deck, *showing the area of concern from different angles* to provide a clear and comprehensive view of the issue.
 - Capture **1-2 photos** from the *top of the deck where it meets the house at each wall*. Ensure the images clearly show the flashing, ledger board, and any sealant or waterproofing details.
 - Capture **3-4 photos** from *underneath the deck*, showing the area from various angles (if possible) to provide a clear view of the structure.
 - Take **3-4 photos** from the ground, *providing an overall view of the deck from each side* to give a complete perspective of its structure and surroundings.
 - Product ID, found on the side of each board (if possible).