

LIMITED LIFETIME WARRANTY

Applicable to Pavers, Slabs, Segmented Retaining Walls (SRWs), and Free-Standing Walls (FSWs))

ROCHESTER CONCRETE PRODUCTS (RCP) DESIGNS AND MANUFACTURES PRODUCTS BUILT TO WITHSTAND THE TEST OF TIME — THE EVERYDAY CHALLENGES OF WEATHER, USE, AND NATURE. OUR LIMITED LIFETIME WARRANTY ASSURES HOMEOWNERS CAN REST ASSURED THAT WHAT'S MEANT TO LAST, WILL LAST — AND IF IT DOESN'T, RCP WILL STAND BEHIND IT.

IMPORTANT NOTICE

Read this entire RCP Limited Lifetime Warranty and Limitation of Liability ("Limited Warranty"). Proper installation and maintenance are essential for our products to perform successfully throughout their intended lifespan. The contractor must install products in accordance with the masonry industry's best practices as defined by the Concrete Masonry and Hardscapes Association (CHMA) standard specifications, and the manufacturer's instructions. Installation guides, technical data, and product specifications can be found at www.rochesterpcp.com.

Installers and design professionals are responsible for reviewing applicable technical information and, when required by site conditions, obtaining independent soil testing, quality assurance inspection, and design services necessary to ensure a safe and functional installation.

Rochester Concrete Products is not liable or responsible for loss or damage resulting from improper storage, handling, lack of or poor maintenance practices, or faulty installation.

COVERAGE

This Limited Warranty applies only to RCP-manufactured products purchased and used as part of Rockwood Retaining Wall or Hardscape Systems installed in owner-occupied single-family homes within the United States, subject to the stated conditions and limitations.

This warranty does not extend to any current or future products distributed, but not manufactured, by RCP, nor does it apply to commercial, governmental, or multi-residential applications.

TERMS OF COVERAGE

This limited warranty covers any structural failure or deterioration of the concrete products manufactured by RCP resulting from normal use. RCP warrants that its products will be free from manufacturing defects that impact the structural performance of RCP products for as long as the original homeowner owns their home.

While RCP tries to prevent damage during shipping & handling, some minor damage to individual pieces is routine for all hardscape products. Contractors should anticipate up to a 3% waste factor when bidding jobs.

Purchasers need to ensure that the product purchased is appropriate for the intended application; for example, only certain products are appropriate for use with vehicular traffic.

RCP reserves the right to seek a professional diagnosis and opinion to determine the exact cause of the product failure. If the failure falls within this warranty program's parameters and RCP is given prompt notice of a defect, RCP shall, at its sole option:

1. Repair or replace the defective product(s), or
2. Refund the original purchase price of the defective product(s).

If RCP elects to replace damaged product, color matching of the replacement product and/or lost time cannot be guaranteed and if replacement is elected, RCP's sole obligation is to deliver suitable replacement product to the property. Labor costs related to installing replacement product is not included as part of this warranty.

If RCP elects to repair damaged product, it will provide labor necessary for the repair.

This Limited Lifetime Warranty is provided only to the original owner(s) of the home and may not be transferred.

LIMITATION OF LIABILITY

This Limited Warranty defines the maximum liability for RCP products.

IN NO EVENT (INCLUDING WHERE THIS LIMITED WARRANTY IS DEEMED NOT TO APPLY) SHALL ROCHESTER CONCRETE PRODUCTS, GLS INDUSTRIES, INC., OR ROCKWOOD RETAINING WALLS, INC. BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION, OR USE OF ANY RCP PRODUCTS.

Some states do not allow the exclusion or limitation of incidental or consequential damages; in those states, the limitation may not apply.

LIMITATION OF WARRANTY

RCP MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

DISCLAIMER – WHAT THIS WARRANTY DOES NOT COVER

RCP is not responsible for, and this Limited Warranty does not cover:

1. Product failure, loss, or damage due to:
 - Normal wear and tear
 - Improper handling or installation

- Repeated or extended contact with chemicals, including de-icers
- Acts of God
- Structural settlement, movement, or vibration
- Products not paid for in full

2. Minor imperfections, including:

- Minor texture or color variations
- Minor imperfections in shape, dimensions, or appearance
- Efflorescence (white powdery surface film)
- Other surface characteristics covered under ASTM C1372 standards

CONDITIONS OF WARRANTY

Prompt Notice of Defect:

Homeowners must notify RCP in writing of any defect within one (1) year of discovery, and in no case later than one (1) year from when the defect should have been discovered. Failure to notify RCP within this timeframe will void this warranty for that claim.

EXCLUSIONS & EXCEPTIONS

GeoCeramica is covered under a unique warranty separate from the standard RCP warranty. It is warranted against structural defects and damage resulting from normal, approved use. Please note that damage caused by installation techniques outside of RCP recommendations is not covered. This includes, but is not limited to, issues related to poor drainage, inadequate base preparation, or improper installation of joint materials.

CLAIM PROCEDURE

Claims under this Limited Warranty must be submitted in writing to:

Rochester Concrete Products
7200 Broadway Ave. N, Rochester, MN 55906

Claims should include:

1. Claimant's name, address, and phone number, and installation address (if different)
2. Description of product, date and location of purchase, and copy of invoice (if available)
3. Description of defect (photos required)
4. Summary of any actions taken to address the issue

This Limited Warranty is not a statement of the useful life of any RCP product.

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Manufactured by:



7200 Broadway Ave. N, Rochester, MN 55906
Phone: 507-288-8850
rochesterpcp.com



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