



Outdoor Living
CONNECTION

Outdoor Living Connection, LLC.

Limited Warranty Policy – Preserve Collection™ Aluminum Privacy Panels and Related Accessories

Effective Date: 06/01/2025

Outdoor Living Connection, LLC (“O.L.C.”), warrants to the original purchasing owner that its **Preserve Collection™ Aluminum Privacy Panels and Related Accessories** are free from manufacturing defects in material and workmanship. When used in accordance with all installation guidelines and under normal residential use, these products will not crack, peel, blister, flake, or rust in accordance with AAMA 2604 specifications.

Warranty Coverage Includes:

- Manufacturing defects in materials only.

Warranty Duration:

- **Limited Lifetime Warranty** applies only to individual residential property owners who are natural persons.
- For all non-residential owners (corporations, HOAs, governments, or other entities), coverage is limited to **10 years from date of purchase**.

Warranty Activation:

To activate coverage:

- Warranty registration must be completed **within 10 days of receipt of shipment**.
- Failure to register within 10 days will result in **voiding this warranty**.
- Register online at outdoorlivingconnection.com/register or by mail to:

Outdoor Living Connection, LLC.

Attn: Warranty Registration

702 W Main St.

Genoa IL 60135

Coverage Applies To:

- **The original purchasing owner only** (proof of purchase required - itemized list of purchases and date purchased must be included in proof of purchase).
- This warranty is **non-transferable**.

Filing a Claim:

1. Notify your installer or O.L.C. in writing within **30 days** of discovering the alleged defect.
2. Upon verification and determination of coverage, O.L.C. will, **at its sole discretion:**
 - a. Provide replacement components, OR
 - b. Provide compensation not to exceed original purchase price, depreciated 10% annually starting year 11 through year 20 (e.g., Year 11 = 90%, Year 12 = 80%, etc.).

*Compensation shall be at the sole discretion of Outdoor Living Connection LLC., and may include store credit to be used on future purchases in the form of a gift card.

Exclusions and Limitations (NOT Covered):

- Claims related to improper installation or use outside of documented guidelines.
- Damage caused by abuse, impact, neglect, fire, flooding, earthquakes, or other Acts of God.
- Chemical exposure, pollution, or any third-party modifications or coatings.
- Use with non-O.L.C. hardware or structural components.
- Failure to perform routine maintenance, especially in coastal or high-salt regions, or failure to follow required cleaning instructions.
- Claims without documented proof of purchase and installation documentation.
- Labor, removal, reinstallation, shipping, or disposal costs.
- Any indirect, incidental, or consequential damages, including property damage, loss of use, or loss of profit/income.
- Discoloration or cosmetic wear due to natural weathering, oxidation, or accumulation of dirt and debris.

Sole and Exclusive Remedy:

THE WARRANTIES AND REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY OUTDOOR LIVING CONNECTION, LLC. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY. ANY VERBAL OR WRITTEN STATEMENTS BY SALESPEOPLE OR DISTRIBUTORS SHALL NOT BE CONSIDERED WARRANTIES AND SHALL NOT BE RELIED UPON.

For questions, contact: help@outdoorlivingconnection.com
[Link to Online Warranty Registration](#)

WARRANTY REGISTRATION CARD (RETURN THIS SECTION)

Please complete and mail within 10 days of receipt of shipment to validate your Limited Warranty.

Mail to: Outdoor Living Connection, LLC. • 702 W Main St. • Genoa IL 60135

OWNER INFORMATION

Name: _____

Property Address: _____

City: _____ **State:** _____ **ZIP:** _____

Phone: (_____) _____ **Email:** _____

PRODUCT INFORMATION

Date of Purchase: _____ **Date of Installation:** _____

Place of Purchase: _____

Installed By (check one): Contractor Self / DIY Other: _____

PRODUCT TYPE

Solid Panel Standard/Horizon Panel Rainier Panel Redwood Panel Teton Panel

ORIENTATION

Vertical Horizontal

OTHER PRIVACY PANEL PRODUCTS

Preserve Privacy Post- 3.5 X 72" Preserve Privacy Post- 3.5 X 39" Preserve Privacy Hardware Kit - Vertical
 Preserve Privacy Hardware Kit - Horizontal

COLOR

Black White Gray Other: _____

INSTALLATION LOCATION

Residential Property Commercial Property Other: _____

COMMENTS (optional):