

## Wood Cleaner Warranty

This warranty covers manufacturing defects in the Wood Cleaner #0520 detergent under normal use for up to six months from the date of purchase.

### Definitions

“User” refers to an individual person that has purchased and is using the Wood Cleaner.

“Non-user” refers to a person or animal that may be in direct contact with the material and are not the User.

“FVS” refers to the Forest View Staining Limited Corporation.

“Cleaner” refers to the original product A Touch of Dan Wood Cleaner #0520 that was purchased from a verified seller.

“Conditioner” refers to the original product A Touch of Dan Wood Conditioner #0714 that was purchased from a verified seller.

“Cleaning Project” refers to a temporary wood cleaning process undertaken at one physical address.

“Surface Dead Wood” refers to wood cells on the outer surface that have died and aged to a dark grey appearance.

“PCA” refers to a pre-clean assessment provided by FVS.

### 1. Condition of Sale

#### 1.1 Normal Use

1. User must read all available material information available on [atouchofdan.com](http://atouchofdan.com). Cleaner must be used in accordance with all Instructions, Product Data Sheets, Safety Data Sheets, FAQ, other printed material and recommended equipment. This warranty does not apply to any non-users and is only valid for one User per Cleaning Project.
2. Altering original formula, tampering with or damaging packaging, using or mixing Cleaner with other detergents will void this warranty.

#### 1.2 Performance of Cleaner

1. Using the Cleaner and Conditioner in a two-step process with the recommended equipment is guaranteed to remove up to 85% of Surface Dead Wood from aged lumber without the need for sanding on semi-smooth surfaces.
2. This warranty does not cover using Cleaner on aged lumber that has become too soft or rotten. This warranty is only valid when the User sends distant and up-close photos of pre-cleaned lumber to [support@atouchofdan.com](mailto:support@atouchofdan.com) for a pre-clean assessment to determine if the Cleaner is able to perform as expected on that particular Cleaning Project.

### **1.3 Pre-Clean Assessment (PCA)**

A PCA is provided by FVS to guarantee the effectiveness of the Cleaner on a particular Cleaning Project.

1. Without a PCA for each Cleaning Project, this warranty is not valid.
2. To receive a PCA, User must send distant and up-close photos via email to [support@atouchofdan.com](mailto:support@atouchofdan.com) before starting the Cleaning Project.
3. This warranty is not valid if the User has started the Cleaning Project without receiving a PCA.

### **1.4 User and Physical Location**

This warranty is only valid to Users that are residence of Canada and only when using the Cleaner on Cleaning Projects within Canada.

## **2. Conditions of Warranty Claims**

### **2.1 Procedure**

1. This warranty is only valid to any User that has submitted sufficient information and received a PCA based on the original state of lumber provided to FVS. The warranty only covers additional Cleaner and possibly Conditioner to rectify an existing Cleaning Project that has not been cleaned satisfactory in accordance with the assessment provided by FVS.
2. If the lumber has severely weathered, aged significantly after the assessment, has been stained or discoloured by natural environmental causes, or has been coated with any material at anytime before, during or after the cleaning process, this warranty is voided.
3. In order for any additional Cleaner to be effective, the User must send warranty claim in writing along with supportive evidence via email to [support@atouchofdan.com](mailto:support@atouchofdan.com) within a reasonable amount of time after discovery. If a claim is not sent for several weeks, the lumber may further deteriorate or become too weathered for the Cleaner to be effective based on the original assessment provided by FVS.

### **2.2 Supportive Evidence**

1. Photos must be included in the warranty claim. This includes sufficient photos taken from a distance that reveal the entire environment surrounding the Cleaning Project, up-close photos that clearly show the surface areas where the Cleaner was not effective. Sufficient before and after cleaning photos must be included to clearly demonstrate the Cleaner was defective.
2. Videos must be included in the warranty claim. Videos must clearly demonstrate the proper equipment was used and that all procedures were followed.
3. Photos and videos should not reveal your identity or physical address. There is no requirement for verbal narration or any commerciality. Refer to section 2.5 Rights to Distribute.
4. All supportive evidence must be original and taken by the User or their helper where ownership is not disputable.

### **2.3 Proof of Purchase**

1. Original purchase receipt must be submitted along with the claim.
2. The Cleaner was purchased directly from a FVS verified seller within Canada.

### **2.4 Replacement Cleaner**

1. This warranty is only valid to receive additional Cleaner and possibly Conditioner to complete a single Cleaning Project to the same User that has purchased the products, used the products, filed a warranty claim and received confirmation from FVS.
2. This warranty does not include compensation of any kind, including labour costs, other material expenses, or any other loss.
3. Other cleaning products or materials will not be covered under this warranty.
4. Additional Cleaner will be promptly shipped directly to User or to their nearest retailer.

### **2.5 Rights to Distribute**

1. We reserve the right to take ownership, copyright and publish all photos, videos clips submitted by the User.
2. Content that reveals personal identity, physical address or other personal information without consent will remain confidential.
3. Material may only be published on relevant print or websites with the intent to market products.

### **3. Limitation of Liability**

1. The user is responsible to read and follow all Instructions, Product Data Sheets, Safety Data Sheets, FAQ, other printed material and recommended equipment related to the Cleaning Project.
2. FVS shall not be liable for any special or consequential damages that result from the use of, or the inability to use the Cleaner, other products, or equipment related to the Cleaning Project. The User is entirely responsible to assess possible damages prior to starting the work and follow safety procedures throughout.
3. Damages may include but are not limited to personal injury, injury to animals, damage to a dwelling or their chattels, causing environmental hazards and other damages incurred while performing tasks related to the Cleaning Project.
4. FVS is not liable for any and all unforeseen damages caused by the User when performing tasks related to the Cleaning Project even if FVS has been advised of the possibility of such damages.

Date Created – 07/2024

Last Revision – 07/2024