



Graber Custom Structures

Comprehensive Warranty

Graber Custom Structures warrants to the original purchaser that your new Graber Custom Structures product is free from defects in material or workmanship upon completion. Graber Custom Structures (GCS) will repair or replace any components that do not provide reasonable service under normal use. GCS guarantees to the purchaser that supplier warranties will be facilitated, acting as a liaison between the original purchaser and the various suppliers.

1. Labor and Craftsmanship Warranty

- a. [Industry leading 10 year labor warranty](#)

2. Materials Warranty

- a. We facilitate our manufacturer's warranties for metal, lumber, posts, and trusses. See pages 3-11 for more details.

3. Lifetime Structural Design Warranty

- a. Subject to engineer stamped plans being purchased with building
- b. GCS carries Builders Risk insurance for projects
- c. GCS carries liability insurance

4. Warranty Process

- a. For a Labor warranty claim, please contact our office, and [we will request photos](#) or send out a claims specialist to inspect and confirm if it qualifies at our discretion.
- b. If it qualifies, [GCS will provide all necessary labor to fix your issue](#), no questions asked.
- c. No written copy or receipt is needed to file a warranty claim
- d. Warranty is not transferable. The claimant must be the same as we have recorded on the original building contract.

Post / Column Warranty

Regular White/CCA Posts have
#1 SYP Tops & .60 CCA Bottoms
Glue and Nail Combo
50 Year Warranty
Engineered By:
Timber Tech Engineering, Inc.



1.a. 10 year labor warranty details

This includes but is not limited to any structural defect on the main building (excluding doors, windows, insulation, and garage doors) clearly due to an installation issue or poor craftsmanship. This issue will be fixed at cost by GCS.

Correction by repair or replacement of materials or workmanship in your GCS product, which our examination shall disclose to our satisfaction to be defective, shall constitute fulfillment of all liabilities of GCS under this warranty. GCS shall not be liable for any installation or reinstatement costs or for the natural characteristics of some wood to be split, warp, or twist. The warranty as stated above pertains only to GCS workmanship. All components used in your GCS product with a manufacturer warranty may still be claimed through said manufacturer, upon their warranty guidelines.

This warranty shall not apply to any GCS product or any part thereof which has been damaged by fire, flood, water, earthquake, earth movement, hail, wind, adverse weather conditions, vandalism, theft, act of God, unauthorized moving of the unit, accident or other event, or a casualty which is customarily covered by homeowners' insurance. The warranty does not cover damage caused by abuse, misuse, alteration, add-ons, neglect, or improper maintenance. Alteration to the unit will void the warranty. This warranty does not cover settling, or issues arising from settling.

4.a. GCS reserves the right to request photographic proof of product defect to aid in determining extent of defect and aid in quality control efforts. GCS reserves the right to discontinue or change parts. If a part has been discontinued or is not available, GCS will substitute a part as may be compatible and available. This warranty shall apply only within the boundaries of the Continental United States.

4.b. GCS shall have no liability for punitive, indirect, special, incidental, or consequential damages, including but not limited to damages to contents of your GCS product and lost profits. The total liability of GCS under this warranty, including labor, is limited to the original purchase price of your GCS product.

