WARRANTY · FULL STAIR PROGRAM

Stair Parts Product Warranty

Coverage for UWP stair treads, risers, handrails, balusters, newels, mouldings, and ornamental hardware · Effective for purchases on or after May 1, 2026

COVERAGE SUMMARY

Unique Wood Products warrants to the original purchaser that the stair parts it supplies — covering unfinished hardwood stair treads, risers, landing treads, and nosing; wood handrails, wood balusters, and wood newels; stair-related mouldings; and ornamental iron stair hardware — will be free from defects in material and workmanship for a period of **one (1) year** from the date of purchase, when properly stored, installed, and used as described below. This warranty extends to the original purchaser at the original installation address.

> **HOW THIS WARRANTY IS ORGANIZED**
> Coverage details vary by material. Section 1 covers stair treads (warp / cup / buckle on properly installed treads). Section 2 covers other wood stair parts (handrails, balusters, newels, mouldings). Section 3 covers iron and ornamental stair parts (interior use only; the original manufacturer's warranty applies in addition where it offers broader coverage).

SECTION 1 — STAIR TREADS

Unique Wood Products warrants that solid-hardwood stair treads, risers, landing treads, and nosing supplied by UWP will be free from defects in material and workmanship — including **warp, cup, and buckle on properly installed treads** — for a period of one (1) year from the date of purchase.

SCOPE

Unfinished solid-hardwood stair treads, risers, landing treads, and nosing supplied by UWP. Coverage applies to the original purchaser at the original installation address. Custom-fabricated treads (semi-custom and full-template) are covered on the same terms.

CONDITIONS — ACCLIMATION, INSTALL, FINISH

Material must be **acclimated to the jobsite** before installation, installed in accordance with the UWP Stair Tread & Riser Installation Guide, and **finished on all six sides** before service. Jobsite conditions must be maintained at 35–55% relative humidity, with subfloor moisture within spec for the product. Field finishing must seal all six faces — top, bottom, both ends, both edges — to prevent unequal moisture exchange.

EXCLUSIONS

This section does not cover:

- Damage from improper handling, storage, installation, finishing, or jobsite environmental conditions outside the 35–55% relative humidity range.
- Failure to finish all six sides before service.
- Natural variation in grain, color, mineral streaks, sound knots, and other character marks intrinsic to solid hardwood.
- Wear, dents, scratches, and surface damage from use after installation.
- Field-modified material or material finished by anyone other than UWP where UWP-finished material was specified.
- Squeaks and movement caused by substructure deficiencies (loose stringers, missing blocking, undersized framing).

SECTION 2 — OTHER WOOD STAIR PARTS

Solid-hardwood handrails (straight and bending rail), wood balusters (turned and square), wood newels (box and turned), handrail fittings in wood, fillet, sub-rail, and stair-related mouldings supplied by UWP carry the same **one-year material-and-workmanship coverage** as treads, with conditions appropriate to each product.

SCOPE

Solid hardwood handrails (straight UW-6010 / 6210 / 6710 / 6003 families and bending UW-6010B / N6210B / 6710B / 6003B variants), wood balusters (turned UW-5015 / 5060 / 5160 / 5360 families and square UW-4500 / 4504 / 4505 stock), wood newels (box UW-4091 / 4075 / 4175 families, turned UW-4045 / 4042 / 4015 families, and pin-top UW-4042 / 4242 / 4046 variants), handrail fittings in wood (the 7000-series), fillet (UW-6006), sub-rail (UW-6007 / 6045 / 6050), and stair-related mouldings.

CONDITIONS — INTERIOR, ACCLIMATION, FINISH

Interior installation only. Wood components must be acclimated to interior conditions (**35–55% relative humidity**) before finishing and installation. Field finishing, drilling, cutting, joinery (mortise / dowel / rail-bolt), and other modifications must be performed in accordance with industry practice and the relevant UWP install guide for the product.

EXCLUSIONS

This section does not cover:

- Damage from improper handling, storage, installation, finishing, cleaning chemicals, or environmental conditions outside the 35–55% relative humidity range.
- Wear, scratches, dents, fastener marks, and damage from normal use after installation.
- Natural variation in grain, color, mineral streaks, sound knots, and other character marks intrinsic to solid hardwood.
- Field-modified material — drilled, cut, jointed, sanded, or refinished by anyone in a manner not consistent with industry practice or the relevant UWP install guide.
- Building-code compliance — the buyer and installer are responsible for IRC handrail height and graspability, guard height, baluster spacing, and load requirements.

SECTION 3 — IRON & ORNAMENTAL STAIR PARTS

Iron balusters, iron newels, handrail fittings, baluster shoes, mounting brackets, and ornamental stair hardware supplied by UWP are warranted to be free from defects in material and workmanship for one (1) year from the date of purchase, **for interior use and installation only**. Where the original manufacturer's warranty offers longer or broader coverage, it applies in addition to this one.

SCOPE

Iron balusters (hollow and solid, all standard finishes), iron newels and post sleeves, handrail fittings in wood and metal (caps, easings, returns, volutes, starting fittings), baluster shoes, mounting brackets, and ornamental stair hardware supplied by UWP.

INTERIOR USE ONLY — REQUIRED

All ornamental iron and finished wood stair components covered by this section are warranted for **interior use and installation only**. Exterior, covered porch, screened-in, or otherwise weather-exposed installations of any kind are not covered and will void this section regardless of the time elapsed since purchase.

CONDITIONS — STORAGE, INSTALL, CLEANING

Parts must be stored indoors, dry, and handled with care to prevent finish damage. Iron parts must be kept free of moisture, salt, and corrosive cleaning chemicals during storage and installation. Cut, trim, and joinery must use methods appropriate for the manufacturer's finish. Field finishing, refinishing, drilling, cutting, welding, and other modifications must be performed competently.

EXCLUSIONS

This section does not cover:

- **Exterior, covered-porch, screened-in, or weather-exposed installations of any kind.** Iron and finished wood stair parts are warranted for interior use only.
- Corrosion, rust, finish discoloration, or coating failure caused by moisture, humidity outside the 35–55% range, salt air, cleaning chemicals, or contact with dissimilar metals or fasteners.
- Damage from improper handling, cutting, drilling, welding, refinishing, or modification during installation.
- Natural variation in casting (parting lines, casting marks) and finish variation between production batches.
- Wear, scratches, dents, fastener marks, and damage from normal use after installation.
- Building-code compliance — baluster spacing, handrail height and graspability, guard load requirements, and accessibility standards are the responsibility of the buyer and installer.

MANUFACTURER PASS-THROUGH

Where the original manufacturer of a specific stair part offers a longer or broader limited warranty, that warranty also applies. The terms of this UWP warranty and the original manufacturer's warranty run concurrently; in the event of inconsistency, the longer or broader term applies to the affected product. Contact the Tanner Rd yard with the invoice number and we will identify the manufacturer's terms for that product.

INSPECTION & CLAIM PROCEDURE

Inspect all material before leaving the counter or signing the delivery ticket. Report shortages, mis-shipments, or visible damage within **three (3) business days** of receipt — claims after that window are limited to manufacturer defects covered under this warranty.

Warranty claims must be submitted in writing to **info@uniquewoodproducts.com** within **thirty (30) days** of discovering the defect, and no later than the expiration of the warranty period. Claims must include: (1) the original UWP invoice or order number; (2) photographs of the defect and of the installed assembly; (3) the date of purchase and date of installation; (4) a written description of the job-site conditions (interior, climate-controlled, measured relative humidity for wood components); and (5) the installer's contact information. Unique Wood Products may, at its discretion, require the defective material to be returned for inspection before a remedy is issued.

REMEDY

The sole and exclusive remedy under this warranty is, at Unique Wood Products' option, **repair, replacement with equivalent stock, or refund of the original purchase price** of the defective product. Unique Wood Products is not liable for labor, removal, reinstallation, refinishing, painting, staining, or any consequential or incidental damages of any kind, including damage to surrounding finishes, walls, or trim.

DISCLAIMER OF IMPLIED WARRANTIES

Except as expressly set forth above, Unique Wood Products makes no warranty, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. All warranties not expressly stated herein are disclaimed. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply. This warranty gives the buyer specific legal rights, and the buyer may also have other rights which vary by jurisdiction.

GOVERNING LAW

This warranty is governed by the laws of the State of Texas. Any dispute arising under this warranty shall be resolved in Harris County, Texas.