

# NORCROSS SUPPLY COMPANY

P.O. Box 258 • Norcross, Georgia 30091 • (770) 448-2128

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## Norcross Supply Company CCA-Treated Cedar Shake and Shingle 30-Year LIMITED WARRANTY

Norcross Supply extends this warranty for thirty (30) years after the product is installed to original consumer purchasers, or “first-owners” of the CCA-treated shakes and shingles. “First-owners” include (a) the owner of record at the time the product is installed and/or (b) if installed by a contractor/builder/owner, “first-owner” refers to the owner of record (consumer) who first acquires the property from the contractor/builder/owner. Under the terms of this warranty, Norcross Supply will warrant this material against damage resulting from termites or fungal decay and arrange to exchange qualifying shakes and shingles with similar CCA-treated shakes and shingles.

This Limited Warranty is **NON-TRANSFERABLE** beyond the “first-owner” description outlined above. It is valid in the continental United States. This warranty is for product exchange only.

### Exclusions and Limitations to this Warranty

1. Norcross Supply will not be responsible for shakes and shingles used in direct contact with soil, used in total water immersion applications or damage resulting from any cause other than termites or fungal decay.
2. Damage due to warp, twist, splitting, shrinkage, swelling or other *physical properties of the wood* are not covered by this warranty.
3. Damage caused by the general lack of maintenance (i.e., roof must be kept free of leaves, needles branches and other debris will negate this warranty).
4. Norcross Supply will not cover any damages resulting from any product that is cut or worked in any way to expose untreated wood except where freshly exposed wood is coated with a field cut preservative containing no less than 2% copper in Copper Naphthenate.
5. Fasteners and fastener requirements shall be at minimum, equal to those described by National Evaluation Service Committee Report No. NER-272. Zinc-coated, hot dipped galvanized or stainless-steel nails or staples are recommended.
6. Norcross Supply is not responsible for any costs associated with removal of damaged shakes or shingles; or delivery or installation of the replacement; or any costs associated with the removal of or installation of venting, metal work, flashing, fasteners or other related work.
7. Norcross Supply is not responsible for any personal or property damages, or any claims arising therefrom, or any costs incurred as a result of the failure of the shakes or shingles.
8. Cedar Shake and Shingle Bureau-approved installation methods must be utilized in order for this warranty to be valid.

### How to Make a Claim under the Terms of This Warranty

To file a claim, customer must contact Norcross Supply Company and provide a copy of the original invoice along with the shake and shingle tags. Claims and documentation can be sent to:

Norcross Supply Company  
P.O. Box 258  
Norcross, GA 30091  
(770) 448-2128 Tel  
(770) 449-4464 Fax  
<http://www.norcrosssupply.com>  
[info@norcrosssupply.com](mailto:info@norcrosssupply.com)

