

YCDECK Limited Warranty Policy



1. Scope of This Limited Warranty

This limited warranty is provided by YCDECK and applies only to the original purchaser (OEM, certified fabricator/installer, authorized dealer or retailer, or end user).

- This warranty is non-transferable to any subsequent purchaser or third party.
- The warranty period is three (3) years from the date the product is shipped from YCDECK.
- Products must be installed, used, stored, and maintained according to YCDECK's instructions.

2. What This Warranty Covers (Covered Defects)

Defect Type	Description
Pits Hole	A single EVA deck pad contains three or more holes ≥ 2 mm diameter
Delamination	Separation between EVA foam layers
Color Variation	Color differs by more than $\pm 50\%$ from the original approved order
Color Bleeding	Dye transfers from the product when wet
Excessive Fading	Premature fading beyond normal weathering
CAD Errors	Errors in the original CAD drawing or layout before customer approval <i>Note: CAD errors are not covered once the drawing has been approved by the customer.</i>
Production Errors	Manufacturing errors or defects
Adhesive Defects	Missing adhesive or excessive air bubbles on the adhesive backing
Material Degradation	Premature deterioration of EVA under normal service conditions

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Packaging Damage	Damage caused during packaging
Logistics Errors	Loss or damage caused by an incorrect shipping address provided by YCDECK

3. Exclusions (This warranty does not cover)

Exclusion	Description
Stains	Marks caused by external contaminants
Scuffs & Scratches	Scrapes, drags, chips, or roughened areas
Normal Fading	Natural color changes caused by UV exposure and aging
Normal Wear & Tear	Wear resulting from normal use
Approved CAD Drawings	Errors on drawings approved by the customer
Improper Storage	Storage methods not following YCDECK's recommended guidelines
Third Party Purchasers	Products not purchased directly from YCDECK or its authorized channels
Cut or Modified Parts	Products that have been cut, altered, or modified after delivery
Animal Damage	Scratches, stains, or tears caused by animals (like cats, dogs, etc.)
Sharp Object Damage	Damage caused by knives, needles, high heels, or other sharp objects
Black as Surface Color	Black absorbs heat and has very low reflectivity, increasing the risk of overheating – not covered under warranty.

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Heat Amplification	Damage caused by reflected or concentrated sunlight exceeding 73°C (165°F)
Installation Workmanship	Installation errors or workmanship issues by installers
Installation & Adhesion	Problems resulting from improper installation or adhesives not supplied by YCDECK

4. Special Notes for EVA Sheet (Raw Material)

The standard EVA sheet size in market is 2m * 1m. To maximize material utilization and reduce waste during CNC machine processing, YCDECK offers 2.4m * 1.2m EVA sheets at the same price. However, since EVA is a foamed product, minor imperfections are unavoidable in the 1-2cm edge area. Therefore, the following are not covered under this warranty:

- Minor imperfections within 1-2cm of the EVA sheet's edges
(e.g., slight shrinkage of the adhesive backing paper)
- Less than 3 holes $\leq$ 2mm / pcs
- Thickness tolerance within ± 0.2 mm

5. Warranty Remedy

If YCDECK determines that the defect falls within the scope of this warranty, we will choose to:

- **Replace** the defective part free of charge; or
- **Refund** the purchase price of the defective part.

Note:

- International shipping costs are borne by the buyer.

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- YCDECK's maximum liability is limited to the value of the defective product.
- YCDECK is not liable for any indirect, incidental, or consequential damages, including property damage, personal injury, loss of use, or lost profits.

6. Warranty Claim Process

To submit a warranty claim:

- Email the completed claim form to support@ycdeck.com.
- Clear photos of the defect are required. Claims submitted without photos will not be processed.
- Claims must be submitted by the original purchaser. For end users, claims must be submitted through the OEM, dealer, or certified installer from whom the product was purchased.
- YCDECK will review the claim and determine whether it is covered under this warranty.
- Any changes to a submitted claim must be requested by email within one (1) business day after submission.