



Warranty and Claims Policy for RoyOMartin Oriented Strand Board & Plywood

It is the policy and desire of RoyOMartin that all panels sold under TUFF-STRAND or SMARTCORE trademarks conform in all respects to the applicable ANSI and APA Rating Standards or otherwise agreed to in writing between buyer and seller in the form of product specification document. Whenever the end user or buyer suspects, notices or is aware of a potential grade defect or abnormal panel, the following procedures must be strictly followed:

1. Notify RoyOMartin as soon as possible (within five business days at the latest) by calling 1-800-299-5174 or 318-445-1973. Persons to contact are:
 - Jonathan Martin, CEO, RoyOMartin
 - Roy O Martin III, President, RoyOMartin
 - Terry Secrest, Vice President, OSB
 - Joe MacKay, Vice President, Plywood
 - Bobby Byrd, Sales Manager, OSB
 - Lori Byrd, Sales Manager, Plywood

In addition to the verbal notification, RoyOMartin must receive from the buyer a written claim within five business days after first becoming aware of an alleged defect, stating the nature of the claim, approximate number of panels or footage involved, and the end use thereof. No claim will be honored on material that has been replaced, repaired or altered before RoyOMartin has been given the opportunity to inspect.

2. Grade or defect complaints may be made on panels only when they are in the form in which they were manufactured. Any changes in manufacturing or working relieves the sellers of responsibility for recognizing any grade complaint. Defective panels that are already installed on roofs, walls or floors will be replaced provided: A. The installation instructions were followed protection. B. RoyOMartin was properly notified according to item 1 above. C. Buyer has clearly established through legible grade marks or experience that the panels are indeed manufactured by RoyOMartin.
3. Request for inspection by RoyOMartin personnel will be honored whenever there is a reasonable doubt between both buyer and seller that the subject panels may be defective. RoyOMartin will make every effort to inspect alleged defective panels as soon as possible. Upon inspection, if the panels are found not to be defective or items 1 and 2 above are not followed, then the full cost of the inspection must be borne by the buyer, including time and expenses by RoyOMartin personnel.

4. In case of a complaint involving tally, the entire shipment must be held intact for re-tallying by a RoyOMartin representative. When the complaint relates to grade, size, working, or other defect and does not involve tally, the buyer is required to accept the portion which is of proper working, size, or grade, holding intact the portion in question.
5. Upon determination of defective panels, RoyOMartin will replace the F.O.B. jobsite through its local distributor. When less than an entire shipment is found to be of defective nature, then the buyer is obligated to keep the portion, which is not subject to a claim.
6. All claims will be honored promptly, without delay, to minimize interruption to buyer's operations or construction activities. Prompt notification of your local distributor will ensure that all claims are handled expeditiously.
7. Failure to completely comply with RoyOMartin's Claim Procedures:
 - A. Acts as Buyer's acceptance of any product which would otherwise be subject to a claim;
 - B. Forfeits the right of buyer to make a claim; and
 - C. Relieves RoyOMartin of the obligation to recognize and such claim.
8. Complete and timely compliance with RoyOMartin's Claim Procedure:
 - A. Acts as BUYER's rejection of any product subject to the claim;
 - B. Acts as an acceptance of any product not subject to the claim;
 - C. Creates an obligation on behalf of the BUYER to keep and maintain, as a product administrator, the product subject to claim.

Jonathan E. Martin, CEO
RoyOMartin