

B&B Decks

Deck Warranty: Coverage Summary

Updated September 30, 2026

Your deck may have two separate kinds of coverage: B&B Decks workmanship coverage for installation and craftsmanship, and applicable manufacturer warranties for the products installed.

5-Year Workmanship Coverage

B&B Decks provides **5-year workmanship coverage**, subject to your written project agreement. The signed agreement sets the exact scope, conditions, exclusions and claim requirements for your project.

Workmanship concerns may include loose or uneven boards, improper railing or stair attachment, or framing issues resulting from installation errors. B&B Decks evaluates the cause and applicable agreement before determining coverage and the appropriate repair.

Manufacturer Material Warranties

Decking, railing and structural products may carry separate manufacturer warranties. Coverage varies by brand, product line, installation, registration, maintenance and ownership. Refer to the manufacturer warranty documents applicable to the products installed on your deck.

Trex, TimberTech/AZEK, Fiberon, Wolf and other brands have product-specific terms. Do not assume that every product carries the same duration, fade-and-stain coverage or transfer rights. Certain structural products may have longer limited coverage; the applicable written manufacturer terms control.

Workmanship and Materials Are Different

A defect caused by installation is evaluated under B&B Decks workmanship coverage. A manufacturing defect is evaluated under the applicable manufacturer warranty. Manufacturer material coverage is separate from the 5-year workmanship term.

Coverage Limits

Normal wear and weathering, storms or flooding, misuse, neglected maintenance, and alterations or repairs by others may fall outside applicable coverage. This summary does not create or expand coverage. Consult the signed agreement and manufacturer documents for exact exclusions and conditions.

Warranty Questions and Claims

How to File a Claim

1. Contact B&B Decks at **(757) 676-0863**, **admin@bnbdecks.com**, or bnbdecks.com/contact-us/.
2. Provide your name, project address, original completion date and project paperwork.
3. Describe the concern and provide clear photos of the affected area.
4. B&B Decks reviews the issue and may arrange an inspection to assess the cause.
5. We determine whether the concern falls under workmanship coverage or requires a manufacturer claim, based on the applicable written terms.
6. We explain the next step for a covered repair or help coordinate the manufacturer claim.

Protect Your Coverage

- Keep your signed agreement, invoice and warranty documents.
- Register products when required or offered by the manufacturer.
- Follow the manufacturer maintenance instructions.
- Contact B&B Decks before making structural alterations.
- Report concerns promptly and document them with photos.

Before You Sell Your Home

Transfer rights and deadlines vary by manufacturer, product and project agreement. Ask for the written terms that apply to your project before relying on transferable coverage.

Need Help?

Call (757) 676-0863 or email **admin@bnbdecks.com**.

Claim information: bnbdecks.com/deck-warranty-claims/

This document is a plain-language customer summary, not a contract. Exact durations, conditions, exclusions and transfer rights are governed by your signed B&B Decks agreement and applicable manufacturer warranty documents. Those documents control if there is any difference. This summary does not alter existing signed agreements.