

## **RV PRODUCTS LIMITED WARRANTY**

### **LIMITED WARRANTY COVERAGE**

Subject to the terms and conditions of this limited warranty, FULLER (the member of the H.B. Fuller group of companies selling the Products, including its affiliated companies, successors and assigns) warrants to the original purchaser ("Purchaser") that the product(s) defined below ("Product(s)") at the time of purchase are free of defects in material and manufacturing workmanship that would adversely affect the performance of the Product in recreational vehicle ("RV") applications.

### **PRODUCTS**

EternaBond® tapes

### **DURATION**

The limited warranty duration is 15 years after the date proper application is completed

### **REMEDY**

If Purchaser makes a claim covered by this limited warranty, FULLER will provide at its option

- 1) replacement of the original Product that does not comply with the limited warranty
  - a. Any replacement will be without charge to Purchaser (except for cost of shipping)
  - b. Replacement products or components may not be the same as the original, but will be a similar current product and may not match the original or
- 2) a full refund of the purchase price, for the portion of the original Product that does not comply with the limited warranty

### **REQUIREMENTS / PREREQUISITES**

For the limited warranty coverage to apply

- 1) the Purchaser must inspect Products within 30 days of receipt from FULLER verifying identity, completeness and externally visible transport damage and notify FULLER immediately of apparent deficiencies or defects, and
- 2) the Product must be properly applied within its applicable shelf life and in accordance with FULLER's written guidelines, Product Data Sheets and specifications in effect on the date of its application and consistent with all industry standards, guidelines and procedures for professional application to the extent they are consistent with FULLER's written guidelines and specifications
- 3) **FULLER is not responsible for any loss or damage resulting from the use of the Product inconsistent with these REQUIREMENTS/PREREQUISITES, and the Purchaser waives any claims against FULLER if these REQUIREMENTS/PREREQUISITES are not met**

### **WARRANTY CLAIM PROCEDURE**

In order to qualify for the warranty benefits described in the LIMITED WARRANTY COVERAGE section, the Purchaser must

- 1) Notify FULLER, in writing
  - a. within 30 days of discovering the alleged defect and
  - b. before the expiration of the warranty period
- 2) Purchaser must provide FULLER
  - a. proof of purchase of the allegedly defective Product
  - b. lot numbers of the allegedly defective Product
  - c. a written description of the defect claim
  - d. a picture of the application where Purchaser claims the Product is defective
  - e. a sample of the Product that is representative of the claimed defect (if available subject to h below)
  - f. a copy of the original invoice or other proof of the date of purchase
  - g. a reasonable opportunity to review and investigate the alleged defect
  - h. upon request by FULLER, Purchaser will allow FULLER or an independent third party engaged by FULLER access to the application site for physical inspection, testing, and obtaining samples before FULLER makes a determination regarding the validity of the claim

- i. Conducting an investigation does not obligate FULLER to take any specific course of action
  - ii. Purchaser agrees to pay for such inspection and all related costs of FULLER if the warranty claim is invalid
  - iii. Purchaser waives any and all claims regarding the Product in the event the Purchaser does not provide this access upon request
  - iv. Purchaser acknowledges that any repairs or demolition of the affected area prior to an inspection and/or investigation by FULLER will void benefits available under this limited warranty, and waive any and all claims regarding the Product
- 3) Send written claims complying with 1) above to
 

Eternabond RV Product Claims  
 1200 Willow Lake Boulevard  
 St. Paul, MN 55110-5101

Or via email to: Eternabond@hbfuller.com

  - a. Include your return address with your claim
  - b. Within a reasonable period after receipt of the claim and required submissions, FULLER will determine the validity of the claim
  - c. If the claim is valid, FULLER will provide a remedy as described in the REMEDY section above

**EXCLUSIONS**

Causes not covered by this limited warranty include, without limitation

- 1) defects, damage or other harm
  - a. to the product from any cause other than the Products noncompliance with the limited warranty set out in the LIMITED WARRANTY COVERAGE section
  - b. To any property other than the Products
  - c. caused by routine maintenance or cleaning
  - d. that is not the result of the acts or omissions of FULLER
  - e. that arise to any extent or in any way from
    - i. any application of the Product that does not strictly conform with any applicable instructions of FULLER (including an application on unapproved substrates) or instructions of other manufacturers, if any
    - ii. the abuse, misuse, neglect, improper handling, modification of the Product or damage caused in transport, storage, application, or from conditions on the surface to which Product is applied
    - iii. structural failure or workmanship not in accordance with FULLER’s instructions and applicable industry standards
    - iv. normal wear and tear resulting from usage
    - v. installations with improper substrate preparation, fires, floods, acts of God such as hailstorms, hurricanes, tornadoes, windstorms, excessive wind or heat
    - vi. any distortion or excessive lateral movement of the surface to which the Product is applied
- 2) distortion or variation in the color or other cosmetic appearance of the Product that does not affect its performance

**DISCLAIMER OF WARRANTIES, LIMITATION OF LIABILITY, AND LIMITATION OF REMEDIES**

- 1) This limited warranty is the sole and exclusive warranty for the specified Product(s) and is the only warranty, written or oral, for the specified Product(s). NEITHER FULLER NOR SELLER MAKE ANY OTHER WARRANTIES REGARDING THE PRODUCT, AND FULLER AND SELLER DISCLAIM OR EXCLUDE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, OR OTHERWISE. “Seller” is defined to include the party from whom the Product was purchased and the distributor(s) of the Product(s).

- 2) ALTHOUGH FULLER MAY HAVE SUGGESTED THE PRODUCT OR DEVELOPED THE PRODUCT AT THE REQUEST OF THE PURCHASER OR THE PRODUCT APPLICATOR, PURCHASER AND APPLICATOR ARE SOLELY RESPONSIBLE FOR TESTING AND DETERMINING THE SUITABILITY OF THE PRODUCT FOR THE INTENDED USE AND PURPOSE, AND PURCHASER AND APPLICATOR ASSUME ALL RISK AND LIABILITY WHATSOEVER REGARDING SUCH SUITABILITY.
- 3) THIS REMEDY SECTION SETS FORTH THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER, AND THE SOLE LIABILITY OF FULLER AND SELLER FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THE PRODUCT. IN NO EVENT (INCLUDING WHERE NO ACTION IS REQUIRED OF FULLER UNDER THIS LIMITED WARRANTY) WILL FULLER OR SELLER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR OTHER ECONOMIC LOSS, WHETHER OR NOT ARISING FROM DELAY DURING INSPECTION OR REMEDY OF PRODUCT FOR ALLEGED DEFECT UNDER THIS LIMITED WARRANTY.
- 4) ANY EFFORTS BY FULLER BEYOND THE OBLIGATIONS PROVIDED FOR IN THIS LIMITED WARRANTY WILL NOT IN ANY WAY CHANGE THE LIMITATION OF LIABILITY, REMEDIES, AND DAMAGES STATED IN THIS LIMITED WARRANTY OR EXTEND OR CHANGE THIS LIMITED WARRANTY.
- 5) Except where permitted by law, nothing in this limited warranty shall operate to exclude or limit FULLER's liability for fraud, gross negligence or for death or personal injury caused by negligence, or for breach of any mandatory implied terms. This disclaimer of implied warranties may be limited or ineffective if Purchaser is a consumer, as the term "consumer" is defined by the Magnuson Moss Act, 15 U.S.C. § 2301, in which case the duration of any implied warranties is limited to the earlier of either the applicable statute of limitation or repose, and in no case will any implied warranty extend beyond the term of this limited warranty for the Product(s). Some U.S.A. states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to Purchaser.
- 6) This limited warranty is extended to the Purchaser, is not transferable and confers no rights or remedies on any third parties, whether as third party beneficiaries or otherwise.
- 7) This limited warranty is not a warranty of future performance, and it is not a statement of the useful life of any Product, but a warranty to repair, replace or refund as described by this limited warranty.

#### **COMPLETE AGREEMENT**

- 1) This limited warranty completely replaces and supersedes any prior oral or written warranties, agreements or representations of FULLER regarding the specified Product or its application
- 2) Sales of Products are also subject to additional terms and conditions found at [Conditions of Sale | Adhesives manufacturing company \(hbfuller.com\)](#), which are incorporated into this limited warranty
- 3) No seller, dealer, distributor or affiliated company is authorized to modify this limited warranty or make a warranty or obligation on FULLER's behalf. Only an authorized representative of FULLER may change this warranty, and it must be in writing and signed.
- 4) This warranty applies to all Product purchases that occur after November 1, 2025