



P.O.Box 921759
Norcross, GA 30010-1759

Dear

Trex has received your completed concern packet with required documentation and we have had an opportunity to review your information. We take the concerns of our customers very seriously and look carefully at the information presented to determine whether a condition covered under the Trex Warranty exists.

In the Trex Warranty you will notice that Trex does not warrant against and is not responsible for any condition attributable to environmental conditions, such as air pollution, mold, mildew, etc, or staining from foreign substances, such as dirt, grease, oil, etc. A copy of the warranty is attached for your convenience.

While your particular concern may not be covered under Trex warranty, there are care and cleaning solutions to assist you with the maintenance of your decking material. As with many other outdoor surfaces mold or mildew can be effectively cleaned using a cleaning solution containing sodium hypochlorite, most commonly known as bleach. Be advised you may notice a slight lightening in the color of your deck; however, it will revert to the original color after weathering.

As well, the periodic use of conventional deck washes help prevent the build-up of pollen and debris that can cause mold. Trex recommends Expert Chemical Composite Deck Cleaner and Enhancer. To purchase this product please call 1-800-831-4963. Also, as a gesture of goodwill, at the time of the call please provide the following code, CDTX-0920SC, for a one-time 20% discount on the cleaning supplies. Please allow approximately 2 weeks for delivery. Additional information regarding Expert Chemical can be found at www.expertchemicalinc.com. Be sure to read and follow all product instructions.

Trex Company, Inc.

Thank you for the opportunity to review your claim. Based on the information provided to us, the concerns you have outlined are not covered under the Trex Warranty. For any other issues or questions please contact Trex at the number or email address listed below.

Sincerely,

A handwritten signature in cursive script that reads "Debra Galletta".

Debra Galletta

Claims Representative

Trex Consumer Relations

Tel. : 678-578-8178

trexclaims@trex.com