

# DEKBOARD®

decking and balustrade systems

## DekBoard Foiled Product Guarantee

This **DekBoard** (the Manufacturer) **Foiled Product Guarantee** (the Guarantee) is only available for DekBoard Foiled PVC profiles and fittings.

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[www.dekboard.co.uk](http://www.dekboard.co.uk)

### 10 Year Guarantee as standard

The guarantee covers DekBoard's Foiled PVC products (the Products) used on the installation. This document is not an installation guarantee and therefore does not cover any aspect of the installation of the products.

The manufacturer guarantees the foiled products from the date of purchase subject to the terms and conditions.

## Foiled PVC profiles and fittings 10 year guarantee

### Terms and Conditions

#### 1. Products covered by this Guarantee

- (a) This guarantee applies to foiled PVC profiles and fittings within the woodgrain range of foiled products manufactured by DekBoard. All other foiled profiles and fittings are excluded from this Guarantee.
- (b) This Guarantee applies only to products sold and fitted within the UK and the Republic of Ireland. Any products purchased or fitted in another jurisdiction are excluded from this Guarantee.
- (c) Products which are not covered by this Guarantee may be subject to a separate guarantee.

#### 2. Duration of this Guarantee

This Guarantee will remain in force for 10 years from the date of installation of the products.

#### 3. Cover provided under this Guarantee

- (a) DekBoard guarantees that, for the duration of this Guarantee, but subject to the other provisions of this Guarantee:
  - (i) the profiles and fittings will not warp or crack;
  - (ii) exposure to normal weathering will not result in any significant part of the woodgrain foiled profiles or fittings changing colour compared to DekBoard's relevant colour specification by more than grey scale 3 (where grey scale is determined in accordance with ISO105-A02). This paragraph 3(a) (ii) does not cover any change resulting from any form of shading (such as any overhang or any obstruction of the sun by any permanent or temporary structure or trees);
  - (iii) exposure to normal weathering will not result in any shrinking or delamination of the woodgrain foil from the profile to which it is adhered.
- (b) In the case of a valid claim under this Guarantee, DekBoard will, at its absolute discretion, either repair or replace the defective profiles and fittings. This Guarantee does not cover any labour costs incurred by the Customer or any third party in installing the repaired or replacement profiles and fittings.

#### 4. Exclusions

- (a) This Guarantee will not apply if:
  - (i) the profiles or fittings have not been stored, installed and maintained in accordance with DekBoard's recommended fixing details and maintenance procedures;
  - (ii) the profiles and fittings have not been used in accordance with DekBoard's instructions;
  - (iii) the profiles or fittings have been coated or had any other process or repair performed on them other than by DekBoard;
  - (iv) the defect is caused by wilful or accidental damage, vandalism or negligence (other than that of DekBoard or its sub-contractors);
  - (v) the profiles and fittings have been stored and/or permanently installed
    - (i) in climate zones where the ambient temperature regularly falls outside the range +40°C to -10°C, or
    - (ii) at elevations above 1800 metres above sea level;
  - (vi) the profiles and fittings have been exposed, in storage or end-use, to atmospheric pollution, acid rain, harmful chemicals or vapours, fire, lightning, flood, abnormal winds or earthquake, or the effects of external heat sources or reflective surfaces, or undue wear and tear, or other unusual conditions; or
  - (vii) the profiles or fittings have been moved from the site where the defect is alleged to have occurred.
  - (viii) if the profiles or fittings have been washed with anything other than warm water and mild detergent.
  - (ix) If profiles or fittings have been scrubbed with abrasive papers such as sandpaper etc. Please be aware that some brands of suncream can permanently stain foiled balustrade finishes.
  - (x) if any jet washers are used on the foiled profile or fixings.
  - (xi) If any hot surface such as barbecues or similar is near or close contact to any foiled profile or fixing.
  - (xii) If solvent adhesive or superglues are used with any foil surfaces.

#### 5. Transfer of this Guarantee & How to Make a Claim

- (a) This Guarantee is for the benefit of the Customer and only applies if proof of purchase can be provided. Proof of purchase must detail the relevant property address.
- (b) Any unexpired part of the life of this Guarantee may be transferred to subsequent owners of the Property.
- (c) This Guarantee along with the receipt shall be retained by the customer to demonstrate proof of purchase. DekBoard reserves the right to refuse any claim under a Guarantee where the customer cannot provide the original Guarantee document and the receipt.
- (d) To make a claim under this Guarantee, please contact DekBoard on 01724 848 500.

#### 6. Your rights

This Guarantee does not affect any rights the Customer has in law relating to the quality of the guaranteed products. For further information about your legal rights contact your local Trading Standards Department or Citizens Advice Bureau.