

DEKBOARD[®]

decking and balustrade systems

10 Year Product Guarantee

This **DekBoard** (the Manufacturer) **Product Guarantee** (the Guarantee) is only available via DekBoard Authorised Installers (the Installer) who are independent companies authorised to install DekBoard products.



The guarantee covers DekBoard 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 Products from the date of installation subject to the Terms and Conditions.



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Terms and Conditions

1. The Guarantee Period shall be 10 years from the date of installation.
2. The Guarantee only applies where product defects appear within the Guarantee Period and is reported in writing within 14 days, Claims should consist of a full description of the fault and photographic evidence.
3. The sole and exclusive remedy with regard to the Guarantee is limited to the repair or supply of replacement product at the Manufacturer's discretion, after consultation and agreement with the Installer. The Manufacturer does not make any other representation or guarantee and in no event shall the Manufacturer be liable for any other loss or damage whether direct or indirect (including but not limited to the cost of installation).
4. The Products are guaranteed not to suffer from structural failure resulting from fungal decay, termites, rotting, splintering or splitting for a period of 10 years from the date of installation, provided that the Products have been installed by the Installer in accordance with the Dekboard Installation Guide and have been subjected to normal use and service conditions.
5. No further guarantees are offered on durability, impact resistance, abrasion resistance, stain resistance, resistance to scratching or performance under abnormal weather conditions, fair wear and tear, aggressive industrial conditions, inappropriate applications or malicious/accidental damage.
6. The Guarantee does not cover changes or variations in colour of the products.
7. The Guarantee is limited to end use of the Products in Northern Europe (latitude 45° to 60°) and at elevations below 1800 metres above sea level, and where the Products have been stored and installed in temperatures between 0°C and 30°C..
8. The Guarantee does not cover any movement, distortion, collapse or settling to the ground or supporting structure on which the products are installed and which may cause damage to the product.

The following conditions will be precedent to any liability hereunder:

- a. Full payment for the Installation covered by this guarantee.
- b. The Manufacturer's recommended maintenance procedures being followed or in the absence of such recommendations, normal and reasonable maintenance being undertaken.
- c. The Products have not been coated or had any other process or repair performed on them.
- d. The defect is not caused by wilful or accidental damage, vandalism or negligence.
- e. The Products have not been exposed 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 such as (but not strictly limited to): hot coals from fire pits/barbeques, solvents/bleach/sun cream, rubber backed mats/jet washers and damage caused by animals.
- f. The Products have not been moved from the site where the defect is alleged to have occurred.

Your rights:

If there is any dispute over a claim, the decision of the Manufacturer is final and binding. In addition to the foregoing the Manufacturer's standard terms of business shall apply.

This Guarantee shall be construed and interpreted in accordance with English law and shall be subject to the jurisdiction of English courts only..

The Guarantee does not affect the statutory rights of consumers.