



## Residential Limited Warranty of Solid Decker Decking

### **Residential Use - Warranty of Decker Products**

The wood plastic composite Products from Decker will typically give years of serviceable life as an outdoor deck, when managed and installed correctly.

Decker solid decking Products warranty period is 10 years from date of purchase for **DECKER Design** and 12 years from date of purchase for **DECKER Protect**

No other Decker Products are covered under this warranty.

The following warranty in terms of quality is issued by the manufacturer and supplier of Decker to assure the quality for the use of Decker's Products in decking installations and structures.

If Decker solid decking products rot, split, crack, splinter or suffer structural damage from termites within the relevant Warranty Period, we will at our sole option, either replace the affected product or refund the amount paid for the product to the owner according to the fair wear and tear clause of the product only on the condition that;

- Decker Product was handled, managed and installed exactly in accordance with our fitting and care instructions AND
- The owner of the Product provides evidence of the defect.

The replaced Product will be covered until the original Warranty Period has expired, or refunded amount will become full and final settlement of the claim and closure of the Warranty Period.

### **What is not covered?**

Labour, freight, replacement, removal or any other costs associated with the defective Product are not payable under this warranty, nor is any claim where the Product is found to have had an incorrect installation including but not limited to the sub-structure or ground preparation, gap sizing, ventilation heights and allowance or location requirements of the Product.

Damage caused by negligence, either intentionally or recklessly, is not covered by this warranty. No cracking or splitting will be covered by this warranty if it occurs within 20mm of the edging of the Product, or if face fixed, within 20mm of the fixing.

Damage caused by using third party cleaners or other liquids or oils are not covered by this warranty.

Decker Products have UV protection, however, please bear in mind that over time there will be a fading of colour due to the sun. This fading is a natural effect and is not covered under this warranty. Variations in colours or patterns of the Decker

Product are not covered in this warranty.

Fungal growth (mould/mildew) or staining of any type is not a warranty issue and is not covered in this warranty.

Damage caused by, or as a consequence of force majeure including fire, flooding, earthquakes, lighting or storms is not covered by this warranty.

### **Fair wear and tear clause:**

Please be aware that the Decker Products purchased are covered under a reduced scale of financial compensation dependent upon the year of Warranty Period you claim;

### **DECKER Design**

For solid decking , if warranty claim is in;	Amount of original cost to be repaid;
Year 1	100% of cost
Year 2-3	85% of cost
Year 4-5	60% of cost
Year 6-7	40% of cost
Year 9-10	25% of cost

### **DECKER Protect**

For solid decking , if warranty claim is in;	Amount of original cost to be repaid;
Year 1	100% of cost
Year 2-3	85% of cost
Year 4-6	60% of cost
Year 7-9	40% of cost
Year 10-12	25% of cost

### **General**

In above mentioned causes, consumers cannot claim from Decker on the grounds that we have not offered enough knowledge of installation and operation. Technical advice should be taken by the installer and end consumer at all times to perform the proper installation of Decker Products in your particular instant.

### **Claim Period**

Any issue or perceived issue with product failings must be raised in writing within 21 days directly with Decker for us to resolve. We will aim to resolve all warranty issues within 21 business days.