

Warranty

Composite decking 25 year system warranty

Specialist Building Products Limited (hereafter known as “the Company”) offers this warranty to the original purchaser (“the Purchaser”) of our UK manufactured polymer/wood composite decking product (“the Product”). For the purposes of this Limited Warranty, the Product consists of a range of uncapped Ecodek deck boards with either an embossed or grooved/ribbed surface finish and in five standard colours.

Under normal use and service conditions, the Product is guaranteed for a period of 25 years from the date of the original consumer purchase against structural failure resulting from fungal decay, termites, rotting, splintering or splitting.

If a fault occurs with the Product within the Warranty Period, then the Purchaser shall notify the Company in writing. The Company will investigate the fault and if necessary, appoint a representative to inspect the deck (any expenses incurred by the Company will be charged to the Purchaser at cost and will be fully refundable if the Company’s Product is found to be at fault).

If the Product material is found to be at fault, then the Company will decide to either replace the material or refund a percentage of the original material purchase price.

The Company will not accept any claim for any consequential losses, nor will any recompense be made to the Purchaser for initial or subsequent installation or removal costs.

PLEASE NOTE THIS WARRANTY IS NON-TRANSFERABLE

To make a claim under this Warranty, the original Purchaser shall send to the Company, a description of the fault, proof of purchase and photographic evidence.

The Company does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable (but not limited) to:

- Improper installation and/or failure to abide by the installation and maintenance guidelines contained within any of the Ecodek product literature.
- Mould or mildew growth (unless proved to have caused structural failure).
- Use of the Product in an application not recommended by the Company or a use which contravenes Building Regulations.
- Movement, distortion, settling or collapse of the ground and/or supporting structure upon which the Product is installed.
- Any act of God (i.e. earthquake etc) or environmental act (pollution fallout etc).
- Variations or changes in colour of the Product.
- Faults due to improper handling or storage of the Product.

If there is any dispute over a claim, the decision of the Company is final and binding.

For more details

 01978 667840

 enquiries@ecodek.co.uk

 ecodek.co.uk

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Making outdoors, yours