

Composite Privacy Fencing : 10 Year Limited Warranty

Specialist Building Products Limited (hereafter known as "the Company") offers this Limited Warranty to the original purchaser ("Purchaser") of Ecodek Composite Privacy Fencing products, inclusive of fence boards, posts, trellises, and gate components ("Product").

1. WARRANTY COVERAGE & PERIOD

The Company guarantees the Product for a Warranty Period of 10 years from the original purchase date under normal residential use and service conditions.

- **Physical Integrity:** The Product shall remain free from material defects in workmanship and materials, and will not split, splinter, rot, or suffer structural failure from fungal decay or wood-boring insects.
- **Stain & Fade Resistance:** The Product will resist permanent staining from standard outdoor contaminants and resist unnatural colour change resulting from weather and light exposure.

This Warranty applies only when the Product is handled, stored, installed, and maintained in full accordance with written Ecodek Fencing Care and Installation Instructions and relevant local building regulations.

2. PRO-RATA WARRANTY SCHEDULE

In the event of a valid claim, the remedy shall be calculated as a percentage of the original material purchase price according to the schedule below:

Period From Purchase Date	Coverage / Refund Value
Years 1 - 2	100%
Years 3 - 4	80%
Years 5 - 6	60%
Years 7 - 8	40%
Years 9 - 10	20%
Exceeding 10 Years	0%

3. CLAIM PROCEDURE

To make a claim, the original Purchaser must notify the Company in writing within the Warranty Period, providing written description of the fault, proof of purchase, and clear photographic evidence.

The Company may appoint a representative to inspect the fence. Inspection expenses incurred by the Company will be charged to the Purchaser at cost and refunded if the Product is verified defective.

4. EXCLUSIONS & LIMITATIONS

The Company is not responsible for, and no implied warranty shall cover, conditions attributable to:

- Improper installation, workmanship, handling, storage, or maintenance failing to adhere to Ecodek guidelines, including improper gapping or sub-frame spacing
- Movement, settling, distortion, or collapse of the ground or supporting posts and walls upon which the Product is mounted.
- Surface discolouration, spotting, or staining caused by mould, mildew, organic growth, airborne pollutants, dirt, rust, metallic oxides, or foreign chemicals.
- Use of harsh chemical solvents, strong acids or bases, oil-based stains, or abrasive cleaning compounds.
- Direct or indirect exposure to extreme heat sources exceeding 120°C.
- Normal weathering, defined as exposure to sunlight, rainfall, and atmospheric conditions causing standard gradual fading or accumulation of surface dirt.
- Application of paints, stains, or third-party surface coatings.
- Acts of God, environmental disaster, or industrial pollution fallout.
- Natural variations in shade or colour across production batches.

IMPORTANT LEGAL NOTICE

The Company will not accept claims for consequential or incidental losses, nor will recompense be made for initial or subsequent installation, labour, or removal costs. **This warranty is non-transferable** and applies exclusively to the original Purchaser.

5. DISPUTE RESOLUTION

If any dispute arises regarding a claim, the decision of Specialist Building Products Limited shall be final and binding.