

Warranty

This warranty is offered to the original purchaser of ECOSCAPE UK Ltd manufactured polymer-wood composite products, by Ecoscape UK Ltd. For the purposes of this warranty, the product mix consists of a range of deck boards (25mm x 150mm x 2900mm) with 2 surface finishes (traditional and wide grooved), Balustrade components including handrails, newels, spindles, post-caps all in four standard colours (Charcoal, Graphite, Walnut and Autumn). Composite fence panels (900mm x 1828.8mm, 1200mm x 1828.8mm and 1500mm x 1828.8mm) and composite gates (1200mm x 900mm, 1500mm x 900mm and 1800mm x 900mm) in two standard colours (Graphite and Walnut).

The composite products are guaranteed for a period of 25 years from the date of original consumer purchase under normal use and service conditions against structural damage from fungal decay, termites, rotting, splintering or splitting. If a fault does occur within the warranty period, then Ecoscape UK Ltd should be notified in writing from the purchaser. Ecoscape UK Ltd will investigate the fault and if necessary, direct a representative to inspect the deck, expenses incurred by Ecoscape UK Ltd will be charged to the purchaser at cost however will be fully refundable if Ecoscape UK Ltd's product is found to be at fault.

If Ecoscape UK Ltd composites are found to be at fault then Ecoscape UK will either replace the material or refund a percentage of the original material purchase price. Ecoscape UK Ltd will not accept any claim for any consequential losses, nor will any recompense be made to the customer for initial installation costs.

To make a claim under this warranty, the original purchaser shall send to Ecoscape UK Ltd, a description of the fault, proof of purchase and photographic evidence. Ecoscape UK Ltd is not responsible for and does not warrant against any condition attributable to (no implied warranty shall be deemed to cover):

- Variations or changes in colour of the product.
- Improper installation and/or failure to abide by the installation guidelines available from Ecoscape UK Ltd.
- Use of Ecoscape UK Ltd composites in an application not recommended by Ecoscape UK Ltd or a use in which disregards Building Regulations.
- Movement, distortion, settling or collapse of the ground and/or supporting structure upon which Ecoscape UK Ltd Decking, balustrade or fence panels are installed.
- Any act of God (i.e. earthquake etc) or environmental act (pollution fallout etc).
- Faults due to improper handling or storage of the product.

If there were to be any claim disagreement, Ecoscape UK Ltd's decision is final and binding.