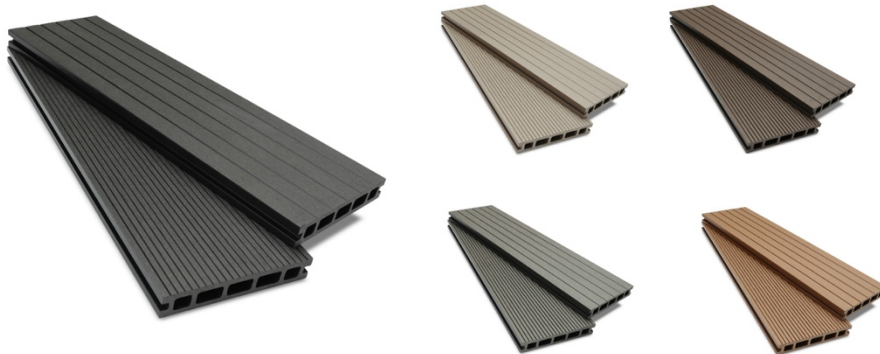




LIMITED WARRANTY

CLARITY COMPOSITE DECKING

This warranty is offered to the original purchaser of ECOSCAPE UK Ltd CLARITY manufactured polymer-wood composite products, by Ecoscape UK Ltd. For the purposes of this warranty, the product mix consists of a range of composite deck boards (25mm x 150mm x 2900mm/25mm x 150mm x 4800mm)) with two (2) surface finishes (traditional and wide grooved), balustrade components including handrails, newels, spindles, post-caps all available in five (5) standard colours (Ash, Charcoal, Graphite, Walnut and Autumn). Any installation works accompanying bespoke installations is guaranteed for a period of two (2) years.



All Clarity composite products are guaranteed for a period of twenty (20) 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.

Clarity products shall also be resistant to mould and or mildew naturally occurring in the environment, provided that such substances are removed from Clarity products with soap and water, mild household cleaners or jet wash after no more than one (1) week from first appearance of the mould/mildew. Notwithstanding the foregoing, Ecoscape does not warrant that Clarity products are stain-proof, and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. Mould and mildew can settle and grow on any outdoor surface, including Ecoscape products. You should clean your deck annually to remove dirt and pollen that can feed mould and mildew. This warranty does not cover mould and mildew which is not properly cleaned as described above within one (1) week of first appearance.

If the Purchaser is making a claim relating to the warranty on stain resistance, mould or mildew, Purchaser must do as follows:

- (a) Must clean the affected area of the deck by using the cleaning procedures described above within one (1) week of exposure of the spill the surface or at the first appearance of the mould and mildew.
- (b) If the affected area remains reasonably unsatisfactory after Purchaser has tried these cleaning procedures, then Purchaser must have the affected area of the deck professionally cleaned at Purchaser's expense.
- (c) If the affected area remains reasonably unsatisfactory after the professional cleaning, Purchaser may make a claim under this warranty, provided that such claim is made within thirty (30) days after the professional cleaning.

If a fault does occur within the warranty period, then Ecoscape UK Ltd should be notified in writing from the purchaser either by email to sales@ecoscapeuk.co.uk or letter to Ecoscape UK Ltd, Pilsworth Road, Heywood, LANCS, OL10 2TA. 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 defective material or refund the portion of the purchase price paid by Purchaser for such defective item, as set out below (not including the cost of its initial installation or delivery). This warranty shall not cover and Ecoscape shall not be responsible for costs and expenses incurred with respect to the removal of defective products or the installation of replacement materials, including but not limited to labour and delivery.

For purposes of this warranty, 'residential application' refers to an installation of the Clarity product on a single residence, and a 'commercial' refers to any installation of clarity products for any application other than on an individual residence. If a valid warranty claim is made during the valid warranty period after the original purchase date, then the Purchaser's recovery will be prorated as indicated below.

RESIDENTIAL

Time from Original Purchase	Percentage Refunded
1 – 5 Years	100%
5 – 10 Years	75%
10 – 15 Years	50%
15 – 20 Years	25%
> 20 Years	0%

COMMERCIAL

Time from Original Purchase	Percentage Refunded
1 – 3 Years	100%
3 – 6 Years	75%
6 – 9 Years	50%
9 – 12 Years	25%
> 12 Years	0%



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. Clarity products may fade in colour from weather exposure as measured by colour change of no more than 5 Delta E (CIE) units. Clarity products are designed to resist fading to a greater degree than timber, however no material containing lignin is 100% fade resistant when exposed to years of UV exposure. Lighter products may show a greater colour change than darker over the period due to more visible lignin fibres.
- 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.