



Residential Application		Commercial Application	
Timeline from original Purchase	Percentage Replaced or Refunded	Timeline from original Purchase	Percentage Replaced or Refunded
0 - 2 Year	80%	0-1 Year	80%
2 - 4 Years	60%	1-2 Years	60%
4 - 6 Years	40%	2 - 3 Years	30%
6 - 8 Years	20%	3 - 5 years	10%
8 - 10 years	10%	5 - 7 years	5%
10 – 15 years	5%		

Limited Warranty For Lockinex Composite Decking

Lockinex UK Ltd warrants to the original purchaser that for the period of fifteen (15) years from the original purchase date for residential application and seven (7) years from the original purchase date for commercial application.

Product Warranty

Lockinex UK Ltd warrants that their composite decking collection shall be free from workmanship and material defects, it shall not split, splinter, rot or be damaged by natural fungi or insects. If any defects as stated above are noticed within the warranty period (15 years for residential and 7 years for commercial), the original purchaser must notify in writing to Lockinex UK Ltd to the email address sales@lockinex.com. Any damage or defect to goods upon delivery must be notified to Lockinex UK Ltd in writing within 14 days from the date of delivery. If damaged goods are installed, these goods may not be claimed under this warranty (unless subject to the above listed defects which are covered by warranty) and should a claim arise, they may be assumed as ordinary wear and tear which is not covered as part of this warranty (see below 'Warranty claim' section).

Warranty Registration

Any warranty of this product must be registered to Lockinex UK Ltd within 30 days of the purchase date by the original purchaser to be able to claim and register for the warranty. The original purchaser must email sales@lockinex.com with their order reference number (presented on the dispatch note you will receive upon delivery of goods) and a picture of the finished installed decking. The email must state that the original purchaser or third-party installer has installed the system correctly as per Lockinex UK Ltd installation guides and left correct drainage, expansion space, joist centres and other details as per the Lockinex UK Ltd installation guide.

Warranty Claim

Lockinex UK Ltd reserves the right to request additional information in connection with the warranty claim (proof of purchase, photo graphic evidence of fault etc). If there is a dispute to the claim, Lockinex UK Ltd reserves the right to make the final decision which does not affect the consumers statutory rights. If Lockinex UK Ltd determine that the original purchasers claim is valid, then Lockinex UK Ltd will either replace or refund the defective item based on the timeline portions stated on the table above. This warranty does not cover the cost of delivery, labour or previous installation and future installation costs for replacement products. The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.**

Product malfunction, failure or damages to the product which are not covered under the warranty and which Lockinex UK Ltd are not responsible for include:

- 1) Incorrect installation- if the product has been installed incorrectly either by the original purchaser or a third party and if any of the installation instructions stated in the Lockinex UK Ltd composite decking guide have not been followed.
- 2) Installed for application which is not recommended by Lockinex UK Ltd guidelines, or which violates local building regulation codes, abnormal usage, or service conditions.
- 3) Neglect of the product when storing, handling, or maintaining it by anyone in contact with the product such as the original purchaser, third party installer or others.
- 4) Movement, distortion, collapse or settling of the ground or the supporting structure on which products are installed
- 5) An act of god (such as storms, hurricanes, blizzards, floods or lightening etc) or any changes in the environmental conditions (mildew, mould or air pollution etc), staining by foreign substances and liquids (oil, dirt, alcohol, grease etc) or any affect from normal weathering (which can be defined as exposure to sunlight, atmosphere and or weather conditions) that could result in discoloration, fading, staining, chalk or dirt accumulation on the product surfaces.
- 6) Variations of colour change and or product size differentiations between each product
- 7) If the product has not been paid in full by Lockinex UK Ltd account customers within the 30-day window period
- 8) Ordinary wear and tear
- 9) If the product is not well maintained- The definition of maintain is as stated below:

The product must be taken care of, and proper maintenance kept during its warranty life span for warranty claims to be valid. This includes cleaning the product with warm soapy water once a month which may need to be increased for spring and autumn due to heavy leaf/blossom falls in these times of year.